

GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:-(06652) 235741

E-mail: grfwesco.bgr@rediffmail.com/ Grf.bolangir@tpwesternodisha.com

Bench: Er. Kumuda Bandhu Sahu (President),

Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 64

Dated, the 25/01/2024

Corum: Er. Kumuda Bandhu Sahu - President
Sri Prasanta Kumar Sahoo - Member (Finance)
Sri Krupasindhu Padhee - Co-Opted Member

1	Case No.	Complaint Case No. 1084/2023			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Dolamani Meher, At-Manpur, Po-Chadeipank, Dist-Sonepur		915001030890	8018156860
3	Respondent/s	Name EE, SED, TPWODL, Sonepur		Division Sonepur Electrical Division, TPWODL, Sonepur	
4	Date of Application	16.11.2023			
5	In the matter of-	1. Agreement/Termination	2. Billing Disputes	√	
		3. Classification/Reclassification of Consumers	4. Contract Demand / Connected Load		
		5. Disconnection / Reconnection of Supply	6. Installation of Equipment & apparatus of Consumer		
		7. Interruptions	8. Metering		
		9. New Connection	10. Quality of Supply & GSOP		
		11. Security Deposit / Interest	12. Shifting of Service Connection & equipments		
		13. Transfer of Consumer Ownership	14. Voltage Fluctuations		
		15. Others (Specify) -			
6	Section(s) of Electricity Act, 2003 involved				
7	OERC Regulation(s) with Clauses	1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) 155, 157 2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause 3. OERC Conduct of Business) Regulations,2004; Clause 4. Odisha Grid Code (OGC) Regulation,2006; Clause 5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause 6. Others			
8	Date(s) of Hearing	01.12.2023	16.12.2023	28.12.2023	19.01.2024
9	Date of Order	25.01.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	Nil			

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: GRF, Bolangir & Camp Court at Ulunda

Appeared:

For the Complainant -Sri Dolamani Meher
For the Respondent -Sri Abadhut Pradhan, JFM (Auth. Representative)

Complaint Case No. 1084/2023

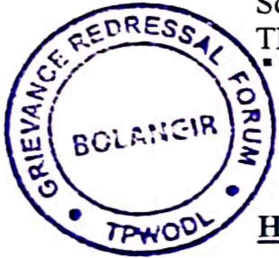
Sri Dolamanin Meher,
At-Manpur,
Po-Chadeipank,
Dist-Sonepur
Con. No. 915001030890

- **COMPLAINANT**

-Versus-

Executive Engineer,
Sonepur Electrical Division,
TPWODL, Sonepur

- **OPPOSITE PARTY**



ORDER
(Dt.25.01.2024)

HISTORY OF THE CASE

The Complainant is a LT-Lift Irr. consumer availing a CD of 1 KW. He has disputed the inflated bill raised in Jul-23 with 11396 units. He has submitted his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

PROCEEDING OF HEARING DATED: 01.12.2023

Both the parties were absent on the date of hearing. Later on, the complainant submitted that due to some medical issue he was not able to attend the said hearing and requested before the Forum to postpone the hearing to some another date. Considering this, the next date was fixed on 16.12.2023.

PROCEEDING OF HEARING DATED: 16.12.2023


Both the parties were absent on the date of hearing. Hence, the next date was scheduled for hearing on 28.12.2023.

PROCEEDING OF HEARING DATED: 28.12.2023

The Complainant Sri Dolamani Meher appeared before the Forum in person whereas the OP was not present on the date of hearing. Hence, the next date was scheduled for hearing on 19.01.2024.

The case was heard in detail.


CO-OPTED MEMBER


MEMBER (Fin.)


PRESIDENT

PROCEEDING OF HEARING DATED: 19.01.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Ullunda Section of Sonepur division. The consumer represented that he was served with inflated bill of 11396 units in Jul-2023. Also, he intimated that he has availed OTS in Mar-2023. The complainant raised dispute against the said bill and requested before the Forum for suitable revision of the bill.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with billing abstract only and subsequently submitted the written version on 20th Jan. 2024. On defence, he intimated that the consumer is a LT-Lift Irr. consumer availing power supply since Jan.-2006. The billing dispute raised by the complainant for the inflated bill of Jul-2023 of 11396 units. The consumer was billed on PROVISIONAL basis from Apr-2013 to Jun-2023. On Jul.-2023, actual bill was generated by adjusting provisional units. In the subsequent month, the meter became defective and a new smart meter has been installed on 31.12.2023 with meter no. TWSP51093260. Thereafter actual billing is going on.

Considering the above, the OP requested before the Forum for revision of previous disputed bills and pass order as deemed fit.


FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Lift Irr. consumer with a CD of 1 KW. The consumer has availed power supply since 27th Jan. 2006 and the arrear outstanding upto Dec.-2023 is ₹. 13,380.80p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Due to non-availability of meter reading, the consumer was billed on PROVISIONAL basis from Apr-2013 to Jun-2023 with meter no. 1953774 resulting accumulation of arrear outstanding. During Jul-2023, actual billing has been generated after adjustment of provisional bills. Again in the next month, the meter became defective and continued upto 30th Dec.2023. The OP has replaced the defective meter with a new smart meter with meter no. TWSP51093260 on 31st Dec. 2023 and thereafter actual billing has done.
2. In the instant case, it is surprised that the OP has allowed the consumer to continue with PROVISIONAL bill for more than ten years which is not supposed to be done. Also, it is in question that after obtaining of meter reading in Jul-2023, the meter became defective which is also disputed by the consumer.
3. As the disputed meter has already been replaced and the said meter dump data is not available, the meter accuracy cannot be ascertained. Hence, the Forum is of the opinion that the meter no. 1953774 is a defective one and the reading of Jul-2023 needs to be revised.
4. The OP has submitted that as the disputed billing period has not yet revised, it needs bill revision as per consumption of new meter.
5. On scrutiny of the documents, it is observed by the Forum that the bills raised during meter defective period needs bill revision under Cl-155 and 157 of OERC Regulation-2019 to redress the consumer grievances.

In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.


CO-OPTED MEMBER


MEMBER (Fin.)

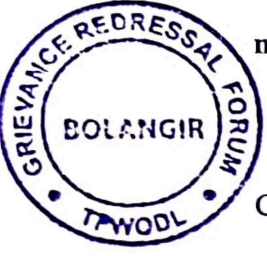

PRESIDENT



1. The energy bills raised to the consumer from Jan-2022 to Dec-2023 are to be revised as per succeeding six months average consumption of new meter by considering IMR : 0 (31.12.2023) & FMR of Jun-2024 under CI-155 & 157 of OERC Regulation Code 2019.
2. DPS is to be levied as per OERC Regulation.
3. All sundries and adjustments are to be considered during the above revision period.

Case is disposed off accordingly.

Compliance report must be submitted to the Forum by the opposite party within six months after receipt of GRF order otherwise it will be treated as non-compliance.



K.S.PADHEE
CO-OPTED MEMBER

P.K.SAHOO
MEMBER (Fin.)

K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Dolamani Meher, At-Manpur, Po-Chadeipank, Dist-Sonepur.
2. Executive Engineer, Sonepur Electrical Division, TPWODL, Sonepur.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
4. Superintending Engineer, Electrical Circle, TPWODL, Bolangir.
5. Chief Legal, Head Quarter Office, TPWODL, Burla.

"If the Complainant is aggrieved with this order or non-implementation of the order of the Grievance Redressal Forum in time, he/she can make the representation to the Ombudsman-II, Qrs. No.3R-2(S), GRIDCO Colony, P.O:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."