

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/ 22

Dated, the 06/01/2024

Corum: Er. Kumuda Bandhu Sahu
Sri Prasanta Kumar Sahoo
Sri Krupasindhu Padhee

- President
- Member (Finance)
- Co-Opted Member

1	Case No.	Complaint Case No. 1087/2023		
2	Complainant/s	Name & Address Sri Kalia Padhan, For Sri Rabindra Kumar Padhan, At-Sanrapali, Po-Jaloe, P.S-B.M.Pur, Dist-Sonepur	Consumer No 915202190072	Contact No. 8658815864
3	Respondent/s	Name S.D.O (Elect.), TPWODL, B.M.Pur	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		
9	Date of Order	06.01.2024		
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

Appeared:

For the Complainant -Sri Kalia Padhan
For the Respondent -Sri Abadhut Pradhan, JFM (Auth. Representative)

Complaint Case No. 1087/2023

Sri Kalia Padhan,
For Sri Rabindra Kumar Padhan,
At-Sanrapali,
Po-Jaloe,
P.S-B.M.Pur,
Dist-Sonepur
Con. No. 915202190072

- **COMPLAINANT**

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division,
TPWODL, B.M.Pur

- **OPPOSITE PARTY**



ORDER
(Dt.06.01.2024)

The consumer has attended the GRF camp at Ullunda on 16th Nov. 2023. The said case has been registered as Case no. 1087 of 2023 and fixed for hearing on 01st Dec. 2023. Notice was issued to both the parties to remain present with relevant documents.

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 5 KW. He has disputed the bill of ₹. 1,84,786/- added in Sep-2018 billing without any reason. Also, he disputes the accuracy of the present meter and suspected that the consumption is recording at higher side. He has submitted his grievances for meter replacement and withdrawal of disputed bill. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED: 01.12.2023

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under B M Pur section of B M Pur Sub-division. The consumer has disputed the illegal addition of ₹. 1,84,786/- in the bill of Sep-2018 without any reason. Also, he has represented that he is suspecting the accuracy of present meter which is showing excess consumption as compared to his actual consumption. For such excess billing, the arrear has accumulated to ₹. 5,63,829.27p upto Oct-2023. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill and replacement of new meter.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with billing abstract only. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Oct-2001. The billing dispute raised by the complainant for the disputed addition amount of ₹. 1,84,786/- in Sep-2018 needs some time for searching of hard copy which needs some more time. Regarding, the billing dispute raised by the complainant for the excess billing is not based on the facts as the billing is done on the basis of actual meter reading.

Considering the above, the OP requested before the Forum to pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 5 KW. The consumer has availed power supply since 24th Oct. 2001 and the arrear outstanding upto Nov-2023 is ₹. 5,63,829.27p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer has disputed the illegal addition of ₹. 1,84,786/- in Sep-2018 bill without any reason. In this regard, the OP was unable to produce supportive document on the date of hearing and requested some more time for submission. Accordingly, seven days time was allowed by the Forum.
2. The OP failed to submit any supportive document within scheduled time. Again, reminder given to OP to submit the required information but after lapse of more than one month, he failed to submit the same. On dated 06th Jan. 2024, the OP submitted a letter vide ref. no. ESD/BM Pur/03, dated 05th Jan. 2024 that,

“no record found in the sub-division office, Birmaharajpur against debit sundry amounting to ₹. 1,84,786/- against consumer bearing consumer no. 915202190072.”

From the above statement of OP, it is understood that the disputed debit amount of ₹. 1,84,786/- has no base which is subject to waiver.

3. Regarding accuracy of present meter with meter no. 300085609 installed 08th Jun. 2023 that the meter is showing excess consumption than his actual consumption. The OP has denied with the complaint of the complainant as all the bills has been raised on actual meter reading basis.

As the bills have been generated on meter reading basis, the Forum is of the opinion that there is no error in the meter reading. With this, the Forum advised the complainant to apply for meter testing under CI-107 of OERC Distribution Code-2019 if he desires.

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.

1. The sundry debit amount of ₹. 1,84,786/- added in the bill of Sep-2018 is to be withdrawn.
2. DPS is to be levied as per OERC Regulation.
3. All sundries and adjustments are to be considered during the above revision period.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

4. The complainant is advised for testing of meter after deposit of requisite meter testing fees as per OERC Regulation Code-2019 if he desires.

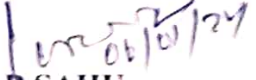
Case is disposed off accordingly.

Compliance report must be submitted to the Forum by the opposite party within one month 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 Kalia Padhan, At-Sanrapali, Po-Jaloe, P.S-B.M.Pur, Dist-Sonepur.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, B.M.Pur.
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."