

GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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Bench: Er. Kumuda Bandhu Sahu (President),

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

Memo No.GRF/BGR/Order/ 79⁶¹

Dated, the 29/01/2024

Corum:

Er. Kumuda Bandhu Sahu

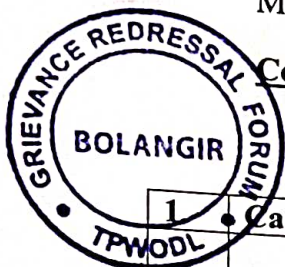
- President

Sri Prasanta Kumar Sahoo

- Member (Finance)

Sri Krupasindhu Padhee

- Co-Opted Member



1	Case No.	Complaint Case No. 1088/2023		
2	Complainant/s	Name & Address Sri Kanhu Charan Mohanty, For Sri Paramanand Mohanty, At/Po-Ulunda, Dist-Sonepur	Consumer No 915201010031	Contact No. 9938596635
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) <u>155, 157</u>		
		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	16.11.2023		
9	Date of Order	29.01.2024		
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: Camp Court at Ulunda

Appeared:

For the Complainant
For the Respondent

-Sri Kanhu Charan Mohanty
-Sri Maharshi Goutam Kumar Patra, DFM (Auth. Rep.)

Complaint Case No. 1088/2023

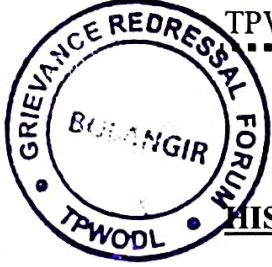
Sri Kanhu Charan Mohanty,
For Sri Paramanand Mohanty,
At/Po-Ulunda,
Dist-Sonepur
Con. No. 915201010031

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**



ORDER
(Dt.29.01.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 2 KW. He has disputed the average bill raised from Dec-2020 to Feb-2021 due to house lock and subsequent replacement of meter with Sl.No-LW611026 on Dt.24.01.2021. He has submitted his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED: 16.11.2023

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer of Ulunda Section of Birmaharajpur Sub-division. The consumer represented that he was served with average bills from Dec-2020 to Feb-2021 and subsequently meter was replaced having Sl. No- LW611026 on Dt.24.01.2021. Complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant document. On defence, he intimated that the consumer is a LT-Dom consumer availing power supply since January-1990. The billing dispute raised by the complainant for the average billing from Dec-2020 to Feb-2021 is due to meter defective for that period. A new meter LW611026 has been installed on dt.24.01.2021, thereafter actual billing is going on. As the above-stated period bill has not revised, it needs bill revision.

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

CO-OPTED MEMBER

MEMBER (Fin.)
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PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom consumer with a CD of 2.0 KW availing power supply prior to April'1999. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Due to meter defective, the consumer was served with average bills from Dec-20 to Feb-2021 with meter Sl.No-306853 resulting accumulation of arrear.
2. A new meter has been installed by OP with meter Sl.no. LW611026423 on Dt.24.01.21 but due to delay in data uploading, the same has been reflected in March'2021 billing, thereafter actual billing was done.
3. The OP has submitted that as the disputed billing period has not yet revised, it needs bill revision as per consumption of new meter.
4. On scrutiny of the documents, it is observed by the Forum that the bills raised during meter defective period needs bill revision under CI-155 & 157 of OERC Distribution Code-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.

1. The energy bills raised to the consumer from Dec-2020 to Feb-2021 are to be revised as per succeeding six months average consumption of new meter considering IMR '0' (IMR on dt.04.01.2021) and FMR '2011' (CMR of July'2021) under CI-155 & 157 of OERC Distribution 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 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 Kanhu Charan Mohanty, At/Po-Ulunda, 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."