

GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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

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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/ 26th

Dated, the 06/01/2024

Forum:

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

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

1	Case No.	Complaint Case No. 1107/2023		
2	Complainant/s	Name & Address Sri Benudhar Bishi, For Smt. Belamati Bishi, At-Bad Dunguripali, Po-Salepali, Via-Jarasingha, Dist-Bolangir	Consumer No 911524020663	Contact No. 9178305970
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Tusura	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	17.11.2023		
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) 116, 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	17.11.2023		
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: Camp Court at Deogaon

Appeared:

For the Complainant -Sri Benudhar Bishi
For the Respondent -Sri Sanjeeb Kumar Padhi, S.D.O (Elect.), Tusura

Complaint Case No. 1107/2023

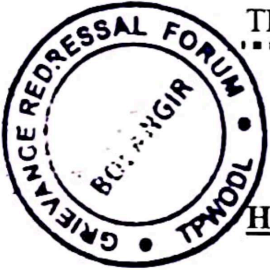
Sri Benudhar Bishi,
For Smt. Belamati Bishi,
At-Bad Dunguripali,
Po-Salepali, Via-Jarasingha,
Dist-Bolangir
Con. No. 911524020663

- COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division,
TPWODL, Tusura

- OPPOSITE PARTY



ORDER
(Dt.06.01.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 1 KW. He has disputed the accuracy of the present meter and suspected that the consumption is recording at higher side from Jul-2022. He has submitted his grievances for meter replacement and revision of bill. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED: 17.11.2023

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Deogaon Section of Tusura Sub-division. The consumer represented that he is suspecting the accuracy of present meter from Jul-2022 which is showing excess consumption as compared to his actual consumption. For such excess billing, the arrear has accumulated to ₹. 72,131.75p 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.

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 Jul-2012. The billing dispute raised by the complainant for the excess billing is not based on the facts as the billing has been done on the basis of actual meter reading. Hence, the petition of the complainant should be rejected.

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

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1 KW. The consumer has availed power supply since 16th Jul. 2012 and the arrear outstanding upto Oct-2023 is ₹. 72,131.75p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer has disputed the accuracy of present meter w.e.f. Jul-2022 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 have been raised on actual meter reading basis.
2. From the billing abstract, it is found that the present meter with sl. no. WLT244192 has been installed since Sep-2021 and still existing.
3. To resolve the dispute, the Forum in its speaking order directed the OP to test the meter and the report to be submitted within seven days to ascertain the meter accuracy but no report has been received. Again, reminder given to OP to submit the required report but after lapse of more than one month, meter testing has not been carried-out by the OP. In default of submission of report from the end of OP, it is assumed that the OP has nothing to say in this regard and the statement of the complainant should be taken into consideration.

Accordingly, the Forum declares the present meter (meter sl. no. : WLT244192) as a defective one.

4. Hence, bill revision is required under CI-155 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. A new meter is to be installed immediately as per Reg-116 of OERC Dist. (CoS) Code 2019 to ascertain the consumption of the consumer as well as proper billing.
2. The energy bills raised to the consumer is to be revised from the date of meter replacement to the preceding period i.e. upto Jul-2022 as per average of six consecutive billing period of new meter under CI-155 & 157 of OERC Distribution Code 2019.
3. DPS is to be levied as per OERC Regulation.
4. 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 seven 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 Benudhar Bishi, At-Bad Dunguripali, Po-Salepali, Via-Jarasingha, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Tusura.
3. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
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:Bhoynagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."