

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/ 30⁵⁷

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. 1108/2023		
2	Complainant/s	Name & Address Sri Arta Meher, At-Bad Dunguripali, Po-Salepali, Via-Jarasingha, Dist-Bolangir	Consumer No 911524021423	Contact No. 8249452813
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) 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	<input checked="" type="checkbox"/> Respondent	<input type="checkbox"/> 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 Arta Meher
For the Respondent -Sri Sanjeeb Kumar Padhi, S.D.O (Elect.), Tusura

Complaint Case No. 1108/2023

Sri Arta Meher,
At-Bad Dunguripali,
Po-Salepali,
Via-Jarasingha,
Dist-Bolangir
Con. No. 911524021423

- 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 average bill raised from Feb-2022 to Jun-2023 and erroneous bill in Jul-2023. 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: 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 was served with average bills from Feb-2022 to Jun-2023 and erroneous bill in Jul-2023 due to meter defective. For such, the arrear has accumulated to ₹. 10,053.20p upto Oct-2023. The 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 billing ledger. On defence, he intimated that the consumer is a LT-Dom consumer availing power supply since Feb-2015. The billing dispute raised by the complainant for the average billing from Feb-2022 to Jun-2023 is due to meter defective for that period. Also, erroneous actual billing was done in the said defective meter during Jul-2023. A new meter with sl. no. TWSP51028788 has been installed on 13th Aug. 2023, thereafter actual billing is going on. As the above-stated period bill has not been 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 (Fm.)

PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-GPS. consumer with a CD of 1 KW. The consumer has availed power supply since 24th Feb. 2015 and the arrear outstanding upto Oct-2023 is ₹. 10,053.20p. 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 Feb-2022 to Jun-2023. Erroneous actual billing was done with the same defective meter in Jul-2023 with meter no. 6007933 resulting accumulation of arrear outstanding. The intermittent actual billing is done in Jul-2023 but on the next month replacement of meter due to meter defective concludes that there is an billing error for which actual billing has been shown in Jul-2023.
2. A new meter has been installed by OP with meter no. TWSP51028788 on 13th Aug. 2023, 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 of OERC Distribution Code-2019 to redress the consumer grievances.

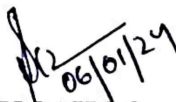
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

1. The energy bills raised to the consumer from Feb-2022 to Jul-2023 are to be revised as per succeeding six months average consumption of new meter by considering IMR: 0 (13.08.2023) & FMR of Feb.-2024 under CI-155 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 two 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 Arta Meher, 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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."