

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/ 35⁽⁵⁾

Dated, the 11/01/2024



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

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

| | | | | |
|----|--|--|---|-------------|
| 2 | Case No. | Complaint Case No. 1111/2023 | | |
| | Complainant/s | Name & Address | Consumer No | Contact No. |
| | | Sri Lingaraj Sipka, For Sri Prakash Sipka, At/Po-Kantabanji, Ward No. 12, Dist-Bolangir | 912211100377 | 8895248388 |
| 3 | Respondent/s | Name | Division | |
| | | S.D.O (Elect.), TPWODL, Kantabanji | Titilagarh Electrical Division, TPWODL, Titilagarh | |
| 4 | Date of Application | 20.11.2023 | | |
| 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 | 20.11.2023 | | |
| 9 | Date of Order | 11.01.2024 | | |
| 10 | Order in favour of | Complainant | <input checked="" type="checkbox"/> Respondent | Others |
| 11 | Details of Compensation awarded, if any. | Nil | | |

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Bangomunda

Appeared:

For the Complainant
For the Respondent

-Sri Lingaraj Sipka
-Sri Jagannath Pati, S.D.O (Elect.), Kantabanji

Complaint Case No. 1111/2023

Sri Lingaraj Sipka,
For Sri Prakash Sipka,
At/Po-Kantabanji,
Ward No. 12,
Dist-Bolangir
Con. No. 912211100377

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

ORDER
(Dt.11.01.2024)

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-2012 to Oct-2023 due to meter defective. 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: 20.11.2023

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Kantabanji Section of Kantabanji Sub-division. The consumer represented that he was served with average bills from Dec-2012 to Oct-2023 due to meter defective. For such, the arrear has accumulated to ₹. 1,52,240.91p 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-2010. The billing dispute raised by the complainant for the average billing from Dec-2012 to Oct-2023 is due to meter defective for that period. A new meter with sl. no. TWSP51088791 has been installed on 13th Nov. 2023, 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.)

PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 2 KW. The consumer has availed power supply since 08th Feb. 2010 and the arrear outstanding upto Oct-2023 is ₹. 1,52,240.91p. 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-2012 to Oct-2023 with meter no. 993281 resulting accumulation of arrear outstanding.
2. In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than ten years. Due to delay in installation of new meter, average billing was done which could have been avoided if the OP has installed the meter without delay for which it is advised to the OP to be taken care in future.
3. A new meter has been installed by OP with meter no. TWSP51088791 on 13th Nov. 2023, thereafter actual billing has done.
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 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 Nov-2021 to Oct-2023 are to be revised as per succeeding six months average consumption of new meter by considering IMR: 0 (13.11.2023) & FMR of May-2024 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 five 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 Lingaraj Sipka, At/Po-Kantabanji, Ward No. 12, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Kantabanji.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
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."