

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/ 27⁵

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. 1112/2023		
2	Complainant/s	Name & Address Sri Umakanta Baikar, For Sri Santosh Baikar, At/Po-Bangomunda, Dist-Bolangir	Consumer No 912212020814	Contact No. 9348152293
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji	Division 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>116, 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	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 Bangomunda

Appeared:

For the Complainant -Sri Umakanta Baikar
For the Respondent -Sri Jagannath Pati, S.D.O (Elect.), Kantabanji

Complaint Case No. 1112/2023

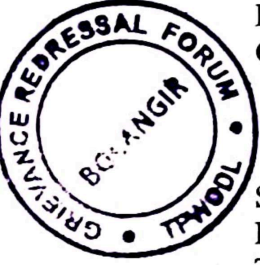
Sri Umakanta Baikar,
For Sri Santosh Baikar,
At/Po-Bangomunda,
Dist-Bolangir
Con. No. 912212020814

- COMPLAINANT

-Versus-

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

- 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 inflated bill of Jul-2023 and accuracy of the present meter and suspected that the consumption is recording at higher side. 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: 20.11.2023

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Turekela Section of Kantabanji Sub-division. The consumer represented that he has received an inflated bill in Jul-2023 with an additional amount of ₹. 17,530.05p. Also, he suspected that the present meter is showing excess consumption as compared to his actual consumption. For such excess billing, the arrear has accumulated to ₹. 30,959.55p 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 Jun-2017. The billing dispute raised by the complainant for the excess billing is not based on the facts as the billing has

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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.

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 10th Jun. 2017 and the arrear outstanding upto Oct-2023 is ₹. 30,959.55p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer was billed on AVERAGE basis from Oct-2021 to Jun-2023 with meter defective status having meter sl. no. 300430. During Jul-2023, the OP found that the meter is OK and CMR on Jul-23 is 8536. Accordingly, bill of Jul-23 has been generated with IMR : 3249 and FMR : 8536 with adjustment of previous average bills. Accordingly, an additional amount of ₹. 17,530.05p has been added in Jul-2023 bill.
2. Subsequently, the consumer is being billed on actual meter reading basis which is disputed by the consumer 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.
3. From the billing abstract, it is found that the present meter with sl. no. 300430 has been installed since the date of power supply and still existing.
4. 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. : 300430) as a defective one.
5. Hence, bill revision is required under CI-155 and 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. 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 two year as per average of six consecutive billing of new meter under CI-155 & 157 of OERC Distribution Code 2019.

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3. DPS is to be levied as per OERC Regulation.
4. All sundries and adjustments are to be considered during the above revision period.

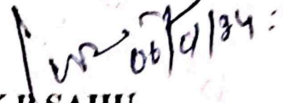
Case is disposed off accordingly.

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.PADIYA
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Umakanta Baicar, At/Po-Bangomunda, 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."