

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/ 37 (15)

Dated, the 11/01/2024

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

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

1	Case No.	Complaint Case No. 1116/2023					
2	Complainant/s	Name & Address	Consumer No	Contact No.			
		Sri Kanchan B.L.Kumbhar, For Sri Babulal Kumbhar, At/Po-Bangomunda, Dist-Bolangir	912212020523	9178399737			
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) 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	20.11.2023					
9	Date of Order	11.01.2024					
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 Kanchan B.L.Kumbhar
For the Respondent -Sri Jagannath Pati, S.D.O (Elect.), Kantabanji

Complaint Case No. 1116/2023

Sri Kanchan B.L.Kumbhar,
For Sri Babulal Kumbhar,
At/Po-Bangomunda,
Dist-Bolangir
Con. No. 912212020523

- **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-GPS. consumer availing a CD of 2.5 KW. He has disputed the average bill raised from Apr-2019 to till date due to meter defective. A new meter has been installed since Oct-2023 but still bill has not revised. 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 Tureikela Section of Kantabanji Sub division. The consumer represented that he was served with average bills from Apr-2019 to till date due to meter defective. For such, the arrear has accumulated to ₹. 92,346.63p 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 abstract only. On defence, he intimated that the consumer is a LT-GPS. consumer availing power supply since Oct-2009. The billing dispute raised by the complainant for the average billing from Apr-2019 to till date is due to meter defective for that period. A new meter with sl. no. TPWODL1164247 has been installed on 18th Oct. 2023 but due to delay in meter protocol, the KWH reading has not yet reflected. 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.)
Page 2 of 3

PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-GPS. consumer with a CD of 2.5 KW. The consumer has availed power supply since 19th Oct. 2009 and the arrear outstanding upto Oct-2023 is ₹. 92,346.63p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Due to meter defective, the consumer is served with average bills from Apr-2019 to till date resulting accumulation of arrear outstanding.
2. A new meter has been installed by OP with meter no. TPWODL1164247 on 18th Oct. 2023 but due to delay in updation of meter protocol data, the KWH reading has not yet captured in the billing. As per FG photo, the CMR on 19th Dec. 2023 is 550. The OP has assured that the KWH reading must be reflected in the next bill.
3. In the instant case, it is surprised that the OP has allowed the GPS consumer to continue with defective meter for more than four 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.
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 Cl-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 KWH reading of new meter with sl. no. TPWODL1164247 must be captured in the bill of Dec-2023 (to be served in Jan-2024).
2. The energy bills raised to the consumer from Nov-2021 to Oct-2023 are to be revised as per succeeding months average consumption of new meter by considering IMR: 0 (18.10.2023) & FMR of Apr-2024 under Cl-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 four 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 Kanchan B.L.Kumbhar, 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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."