

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/ 39 (5)

Dated, the 11/01/2024

Corum:

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

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



Case No.	Complaint Case No. 1121/2023			
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Debraj Jugunia, For Sri Bhagabana Jugunia, At/Po-Bangomunda, Dist-Bolangir	912212020290	9937577576
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)		
		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 Debraj Jugunia
For the Respondent -Sri Jagannath Pati, S.D.O (Elect.), Kantabanji

Complaint Case No. 1121/2023

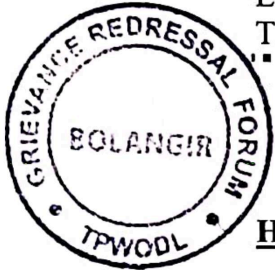
Sri Debraj Jugunia,
For Sri Bhagabana Jugunia,
At/Po-Bangomunda,
Dist-Bolangir
Con. No. 912212020290

- **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 1 KW. He has disputed the average bill raised from Apr-2019 to Oct-2022 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 Tureikela Section of Kantabanji Sub division. The consumer represented that he was served with average bills from Apr-2019 to Oct-2022 due to meter defective. For such, the arrear was accumulated to ₹. 7,292.01p 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-Dom. consumer availing power supply since Dec-2012. The billing dispute raised by the complainant for the average billing from Apr-2019 to Oct-2022 is due to meter defective for that period. A new meter with sl. no. WHL019466 has been installed on 03rd Dec. 2021, 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 1 KW. The consumer has availed power supply since 09th Nov. 2001 and the arrear outstanding upto Oct-2023 is ₹. 7,292.01p. 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 Apr-2019 to Oct-2022 with meter no. 1817852 resulting accumulation of arrear outstanding.
2. A new meter has been installed by OP with meter no. WHL019466 on 03rd Dec. 2021 but due to delay in updation of meter protocol data, the KWH reading has been captured in Nov-2022 with CMR: 610. Accordingly, delay meter updation revision has been done in Nov-2022 with credit of ₹. 2,053.54p.
3. In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than three 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. During the course of hearing, the OP has initiated the bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has been revised with the consumption pattern of new meter and an amount of ₹. 6,767.38p is to be withdrawn from the arrear outstanding and the revised arrear amount comes to ₹. 524.63p.
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.

As the OP has revised the bill for the defective meter period in Nov-2023 bill (served in Dec-23) on withdrawal of ₹. 6,767.38p from the arrear outstanding, the case is dropped herewith.

Case is disposed off accordingly.


K.S. PADHEE
CO-OPTED MEMBER


P.K. SAHOO
MEMBER (Fin.)


K.B. SAHU
PRESIDENT

Copy to: -

1. Sri Debraj Jugunia, 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."