

GRIEVANCE REDRESSAL FORUM, BOLANGIR

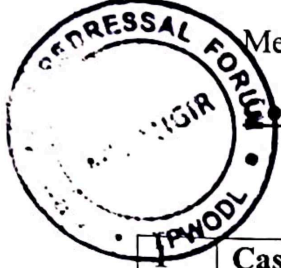
(Infront of Children's Park),

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/ 40 (5)

Dated, the 11/01/2024

Forum:

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

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

Case No.	Complaint Case No. 1122/2023				
	Name & Address	Consumer No	Contact No.		
2	Sri Phagunu Jani, At-Pipalmunda, Po-Khaira, Via-Bangomunda, Dist-Bolangir	912212030487	- -		
3	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 Phagunu Jani
For the Respondent -Sri Jagannath Pati, S.D.O (Elect.), Kantabanji

Complaint Case No. 1122/2023

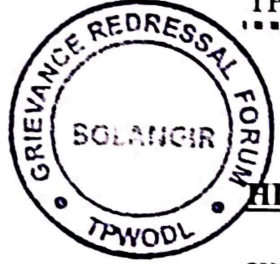
Sri Phagunu Jani,
At-Pipalmunda,
Po-Khaira,
Via-Bangomunda,
Dist-Bolangir
Con. No. 912212030487

- **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 Mar-2019 to Nov-2020 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 Mar-2019 to Nov-2020 due to meter defective. For such, the arrear has accumulated to ₹. 8,738.67p 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 Apr-2018. The billing dispute raised by the complainant for the average billing from Mar-2019 to Nov-2020 is due to meter defective for that period. A new meter with sl. no. LW552041 has been installed on 20th Dec. 2020, thereafter actual billing is going on. As the above-stated period bill has not revised, it needs bill revision.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Considering the above, the OP requested before the Forum for revision of previous disputed bills and 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 02nd Apr. 2018 and the arrear outstanding upto Oct-2023 is ₹. 8,738.67p. 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 Mar-2019 to Nov-2020 with meter no. 1862204 resulting accumulation of arrear outstanding.
2. A new meter has been installed by OP with meter no. LW552041 on 20th Dec. 2020 and captured in the billing database. In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than one & half year. 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. 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 new meter consumption pattern and an amount of ₹. 5,779.24p is to be withdrawn from the arrear outstanding.
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.

As the OP has revised the bill for the defective meter period in Nov-2023 bill (served in Dec-23) on withdrawal of ₹. 5,779.24p 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 Phagunmu Jani, At-Pipalmunda, Po-Khaira, Via-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."