

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/ 29⁵⁷

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. 1123/2023		
2	Complainant/s	Name & Address Smt. Debaki Rana, For Sri Dhableswar Rana, At/Po-Khaira, Via-Bangomunda, Dist-Bolangir	Consumer No 912212070749	Contact No. 6370752188
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>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 –Smt. Debaki Rana
For the Respondent –Sri Jagannath Pati, S.D.O (Elect.), Kantabanji

Complaint Case No. 1123/2023

Smt. Debaki Rana,
For Sri Dhabaleswar Rana,
At/Po-Khaira,
Via-Bangomunda,
Dist-Bolangir
Con. No. 912212070749

- **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 average bill raised from Feb-2022 to Jan-2023 due to defective meter as per Ledger. 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 of Village Khoira under Tureikela Section of Kantabanji Sub-division. The consumer represented that he was served with average bills from Feb-2022 to Jan-2023 due to defective meter. For above reason, the arrear has accumulated and 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 relevant document. On defence, he intimated that the consumer is a LT-Dom consumer availing power supply since Dec-2015. The billing dispute raised by the complainant for the average billing from Feb-2022 to Jan-2023 is due to meter defective for that period. A new meter with sl. no.TW02044423 has been installed on Feb-2023, thereafter actual billing is going on. As the above-stated period bill has not revised, it needs bill revision.

CO-OPTED MEMBER

MEMBER (Fin.)
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PRESIDENT

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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 1.0 KW availing power supply since Dec-2015. 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 Feb-2022 to Jan-2023 with meter Sl.No-TW02044423 resulting accumulation of arrear.
2. A new meter has been installed by OP with meter Sl.no.TW02044423 in Feb-2023, thereafter actual billing has been done.
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.
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 & 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 Feb-2022 to Jan-2023 are to be revised as per succeeding six months average consumption of new meter 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 one month 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. Smt. Debaki Rana, C/o-Sri Dhabaleswar Rana, At/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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."