



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/ 204⁵⁹

Dated, the 22/02/2024

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

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

1	Case No.	Complaint Case No. BGR/112/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Digman Rana, For Sri Laxman Rana, At/Po-Sulekela, Via-Belpada, Dist-Bolangir	912313040311	7437812735	
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh	Division Pititagarh Electrical Division, TPWODL, Pititagarh		
4	Date of Application	06.02.2024			
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	06.02.2024			
9	Date of Order	22.02.2024			
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 Mandal

Appeared:

For the Complainant -Sri Digman Rana
For the Respondent -Sri Debadatta Mahapatra, S.D.O (Elect.), Patnagarh

Complaint Case No. BGR/112/2024

Sri Digman Rana,
For Sri Laxman Rana,
At/Po-Sulekela,
Via-Belpada,
Dist-Bolangir
Con. No. 912313040311

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

ORDER
(Dt.22.02.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 1.7 KW. He has disputed about the average bills raised from Jul.-2013 to Jan.-2019 due to meter defective status. 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: 06.02.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Belpada Section of Patnagarh Sub-division. The consumer represented that he was served with average bills from Jul.-2013 to Jan.-2019 due to meter defective. For that average bill, the arrear has accumulated to ₹. 11,296.70p upto Dec-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 relevant document. On the defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Jan.-1994. The billing dispute raised by the complainant for the average billing from Jul-2013 to Jan.-2019 was due to meter defective for that period. A new meter with sl. no. LW149532 has been installed on 02nd Jan. 2019, thereafter actual billing is going on. As the above-stated average billing period bill has not been 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 1.7 KW. The consumer has availed power supply since 11th Jan. 1994 and the arrear outstanding upto Dec-2023 is ₹. 11,296.70p. 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 Jul-2013 to Jan-2019 with meter no. 123724 resulting accumulation of arrear outstanding.
2. A new meter has been installed by OP with meter no. LW149532 on 02nd Jan. 2019 and thereafter actual billing was done. In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than five years. In the above case, 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.
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 and 157 of OERC Regulation 2019 to redress the consumer grievances.
5. During the course of hearing, the OP has agreed with the billing complaints and initiated the bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has been recasted with the consumption and an amount of ₹. 7,610.76p is to be withdrawn from the arrear outstanding and the revised arrear amount comes to ₹. 3,685.94p.



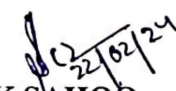
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

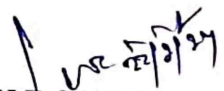
The OP has revised the bill and the petitioner was convinced with the proposed withdrawal amount of ₹.7,610.76p. Hence, the Forum directed the OP to carry-out the revision proposal which must be reflected in the next bill.

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. Sri Digman Rana, At/Po-Sulekela, Via-Belpada, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Patnagarh.
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."