

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/ 65⁵¹

Dated, the 25/01/2024

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

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

1	Case No.	Complaint Case No. 1151/2023		
2	Complainant/s	Name & Address Sri Kishor Meher, For Sri Indramani Meher, At-Sagarpali, Po-Mallikmunda, Dist-Sonepur	Consumer No 915102020074	Contact No. 6370330254
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Sonepur	Division Sonepur Electrical Division, TPWODL, Sonepur	
4	Date of Application	05.12.2023		
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	05.12.2023		
9	Date of Order	25.01.2024		
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 Sonapur

Appeared:

For the Complainant -Sri Kishor Meher
For the Respondent -Sri Bibekananda Dikshit, S.D.O (Elect.), Sonapur

Complaint Case No. 1151/2023

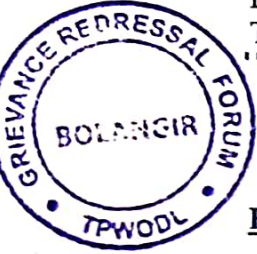
Sri Kishor Meher,
For Sri Indramani Meher,
At-Sagarpali, Po-Mallikmunda,
Dist-Sonapur
Con. No. 915102020074

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**



ORDER
(Dt.25.01.2024)

HISTORY OF THE CASE

The Complainant is a LT-GPS. consumer availing a CD of 1.5KW. He has disputed that he is being billed under GPS category with a CD of 1.5 KW since Jan-2011. He was used the power supply for commercial purpose for one year i.e. from 2011 to 2012. Thereafter, it is used for domestic purpose but bill has been raised for commercial category. Also, he has disputed that average bill has been served from Nov-2021 to till date. He has submitted his grievances for change of billing category & meter replacement and revision of bill. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED: 05.12.2023

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Khari Section of Sonapur Sub-division. The consumer represented that he is being billed with GPS category instead of Dom category from the year 2012. Also, he disputed that average bill has been served from Nov-2021 to till date which needs to be revised. For that the arrear has accumulated to ₹. 78,737.46p upto Nov-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 prior to Apr-1999. The billing dispute raised by the complainant about the tariff category that the category has been changed since Jan-2011. Regarding average billing, due to meter defective, the consumer is billed on AVERAGE basis from Nov-2021 to till date.

CO-OPTED MEMBER

MEMBER (Fin.)
Page 2 of 3

PRESIDENT

Considering the above, the OP requested before the Forum to pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-GPS. consumer with a CD of 1.5 KW. The consumer is availing power supply prior to Apr-1999 and the arrear outstanding upto Nov-2023 is ₹. 78,737.46p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. From Jan-2011, the billing category has been changed from DOM tariff to GPS tariff. The consumer has not approached to the OP for change of tariff.
2. As per ledger abstract, the present meter with sl. no. 378940 got defective w.e.f. Nov-2021 and continuing till date. In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than two year. In the above case, due to delay in installation of new meter, average billing is continuing with defective meter 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. 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.

1. The complainant is directed to apply before the OP for change of tariff category as per OERC Regulation and the OP is advised to act within stipulated time period.
2. A new meter is to be installed in the consumer premises immediately to ascertain actual consumption.
3. The energy bills raised to the consumer are to be revised from the date of meter replacement of the present meter to the preceding two year based on the six months average consumption under CI-155 & 157 of OERC Distribution Code 2019.
4. DPS is to be levied as per OERC Regulation.
5. 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 seven months after receipt of GRF order otherwise it will be treated as non-compliance.


K.S.PADIYA

CO-OPTED MEMBER


P.K.SAHOO

MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Kishor Meher, At-Sagarpali, Po-Mallikmunda, Dist-Sonepur.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Sonepur.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
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."