



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/ 68⁽⁵⁾

Dated, the 25/01/2024

Corum: Er. Kumuda Bandhu Sahu - President
 Sri Prasanta Kumar Sahoo - Member (Finance)
 Sri Krupasindhu Padhee - Co-Opted Member

1	Case No.	Complaint Case No. 1179/2023		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Manoranjan Dash, For Secretary, Aurobinda Education Trust, At-Ranipur, Po-B.M.Pur, Dist-Sonepur	915202131742	9937077021
3	Respondent/s	Name S.D.O (Elect.), TPWODL, B.M.Pur	Division Sonepur Electrical Division, TPWODL, Sonepur	
4	Date of Application	11.12.2023		
5	In the matter of-	1. Agreement/Termination	2. Billing Disputes	<input checked="" type="checkbox"/>
		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	11.12.2023		
9	Date of Order	25.01.2024		
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/> Others
11	Details of Compensation awarded, if any.	Nil		

[Signature]
 CO-OPTED MEMBER

[Signature]
 MEMBER (Fin.)
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[Signature]
 PRESIDENT

Place of Hearing: Camp Court at B.M.Pur

Appeared:

For the Complainant –Sri Manoranjan Dash
For the Respondent –Sri Abadhut Pradhan, JFM (Auth. Representative)

Complaint Case No. 1179/2023

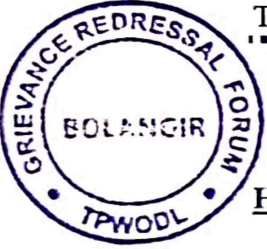
Sri Manoranjan Dash,
For Secretary,
Aurobinda Education Trust,
At-Ranipur,
Po-B.M.Pur,
Dist-Sonepur
Con. No. 915202131742

- **COMPLAINANT**

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division,
TPWODL, B.M.Pur

- **OPPOSITE PARTY**



ORDER
(Dt.25.01.2024)

HISTORY OF THE CASE

The Complainant is a LT-SPP consumer availing a CD of 1 KW. He has disputed that average bills have been served to him from Apr-May/2018 to Nov-2023 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: 11.12.2023

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under B M Pur Section of B M Pur Sub-division. The consumer represented that he was served with average bills from Apr-May/2018 to Nov-2023 due to meter defective. For such, the arrear has accumulated to ₹. 1,23,880.48p 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-Dom. consumer availing power supply since Dec-2016. The billing dispute raised by the complainant for the average billing from Apr-May/2018 to till date is due to meter defective for that period. A new meter with sl. no. WHL001775 has been installed on 06th Jul. 2022. As the above-stated period bill was not revised, it needs bill revision.

CO-OPTED MEMBER

MEMBER (Fin.)
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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 01st Dec. 2016 and the arrear outstanding upto Nov-2023 is ₹. 1,23,880.48p. 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-May/2018 to Nov-2023 with meter no. WCG15706 resulting accumulation of arrear outstanding.
2. A new meter has been installed by OP with meter no. WCG15706 on 06th Jul. 2022 but due to delay in updation of meter protocol data, the KWH reading has been captured in Dec-2023 with CMR : 14884. Accordingly, delay meter updation revision has been done in Dec-2023 billing with debit of additional bill of ₹. 69,284.79p (delay meter updation).
3. In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than five 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. Based on the consumer complaint for revision of bill for the previous period i.e. from Apr-May/2018 to Nov-2023, it is found that the present average consumption is more than the previous average billing period. If bill revision will be initiated, additional bill will be added with the arrear outstanding and the consumer will not get any financial benefit from the bill revision. Rather, the complainant will be deprived of the bill revision and the purpose of the complainant will not be served. Hence, the Forum feels to drop the case.

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 there will be no financial benefit will be available out of bill revision, the present case is dropped.

Case is disposed off accordingly.


K.S.PADIHEE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Manoranjan Dash, At-Ranipur, Po-B.M.Pur, Dist-Sonepur.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, B.M.Pur.
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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums.”