



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/ 207⁵

Dated, the 22/02/2024

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

1	Case No.	Complaint Case No. BGR/117/2024		
2	Complainant/s	Name & Address Sri Biswamitra Bhataguria, At-Madhyapur, Po-Sulekela, Via-Belpada, Dist-Bolangir	Consumer No 912313040324	Contact No. 9777265086
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh	Division Titlagarh Electrical Division, TPWODL, Titlagarh	
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 <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>
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 Biswamitra Bhataguria

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

Complaint Case No. BGR/117/2024

Sri Biswamitra Bhataguria,
At-Madhyapur,
Po-Sulekela,
Via-Belpada,
Dist-Bolangir
Con. No. 912313040324

- **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 2.72 KW. He has disputed about the average bills raised from Dec-2018 to Jan-2024 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: 06.02.2024

SUBMISSION OF COMPLAINANT DURING HEARING

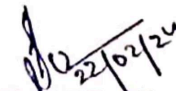
The complainant is a consumer under Belpada Section of Patnagarh Sub-division. The consumer represented that he was served with average bills from Dec-2018 to Jan-2024 due to meter defective. For such average bill, the arrear has accumulated to ₹. 43,560.91p upto Jan-2024. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

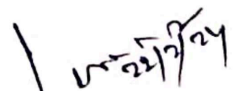
SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with billing abstract only. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply prior to Apr-1999. The billing dispute raised by the complainant for the average billing from Dec-2018 to Jan-2024 is due to meter defective for that period. A new meter must be installed within two days and the average billing period is to be revised as per consumption of new meter.

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 2.72 KW. The consumer has availed power supply prior to Apr-1999 and the arrear outstanding upto Jan-2024 is ₹. 43,560.91p. As complained by the complainant and submission of OP, it is observed by the Forum that,

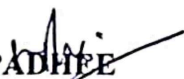
1. Due to meter defective, the consumer was served with average bills from Dec-2018 to Jul-2023 with meter no. 808122. Again, a new meter was changed with meter no. LW422438 on 09th May 2021 but the billing status remains unchanged till Jan-2024 resulting accumulation of arrear outstanding.
As committed by OP regarding installation of new meter, a new smart meter has been installed on 07th Feb. 2024 with meter no. TWB305472 and thereafter actual billing has done.
2. 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 was installed the meter without delay for which it is advised to the OP to be taken care in future.
3. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹. 43,560.91p upto Jan-2024.
4. The OP has submitted that as the disputed billing period has not yet revised, it needs bill revision as per consumption of new meter.
5. 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.

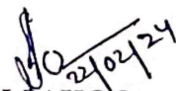
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

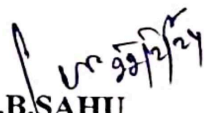
1. The energy bills raised to the consumer from Dec-2018 to Jan-2024 are to be revised as per succeeding six months average consumption of new meter by considering IMR: 0 (07.02.2024) & FMR of Aug-2024 under CI-155 & 157 of OERC Regulation 2019.
2. DPS is to be levied as per OERC Regulation.
3. All sundries 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 seven months after receipt of GRF order otherwise it will be treated as non-compliance.


K.S. PADHPE
CO-OPTED MEMBER


P.K. SAHOO
MEMBER (Fin.)


K.B. SAHU
PRESIDENT

Copy to: -

1. Sri Biswamitra Bhataguria, At-Madhyapur, 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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."