

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/ 70^G

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. 1183/2023		
2	Complainant/s	Name & Address Sri Lingaraj Sipka, At-Sipkapada, Po-Kantabanji, Dist-Bolangir	Consumer No 912211100457	Contact No. 8895248388
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	12.12.2023		
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) 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	28.12.2023		
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: GRF, Bolangir

Appeared:

For the Complainant – **ABSENT**
For the Respondent – Sri Bijaya Kumar Rout, OAG-II (Auth. Representative)

Complaint Case No. 1183/2023

Sri Lingaraj Sipka, - **COMPLAINANT**
At-Sipkapada,
Po-Kantabanji,
Dist-Bolangir
Con. No. 912211100457

-Versus-

Sub-Divisional Officer, - **OPPOSITE PARTY**
Electrical Sub-Division,
TPWODL, Kantabanji

ORDER
(Dt.25.01.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 2 KW. He has disputed the average bill raised from Mar-2016 to Sep-2022 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: 28.12.2023

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Kantabanji Section of Kantabanji Sub-division. The consumer represented that he was served with average bills from Mar-2016 to Sep-2022 due to meter defective. For such, the arrear has accumulated to ₹. 71,299.62p 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 billing abstract only. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Mar-2012. The billing dispute raised by the complainant for the average billing from Mar-2016 to Sep-2022 is due to meter defective for that period. A new meter with sl. no. TPWODL1110265 has been installed on 19th Nov. 2022. Thereafter actual billing is going on. The bill revision has already been done in Aug-2023 & Dec-2023 being withdrawn ₹. 4,181.85p & ₹. 17,757.39p from the arrear outstanding. As the above-stated period bill has already been revised, there is no need of further bill revision.

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


CO-OPTED MEMBER


MEMBER (Fin.)


PRESIDENT



FINDINGS AND ANALYSIS OF THE FORUM

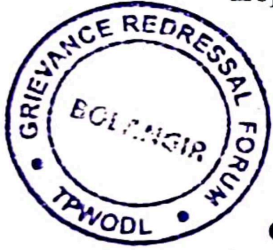
The consumer is a LT-Dom. consumer with a CD of 2 KW. The consumer has availed power supply since 28th Mar. 2012 and the arrear outstanding upto Dec.-2023 is ₹. 71,299.62p. As complained by the complainant and submission of OP, it is observed by the Forum that,


1. Due to meter defective, the consumer was served with average bills from Mar-2016 to Sep-2022 with meter no. OREB4880 resulting accumulation of arrear outstanding.
2. A new meter has been installed by OP with meter no. TPWODL1110265 on 19th Sep. 2022. Accordingly, bill revision has already been done in Aug-2023 with credit sundry of ₹. 4,181.85p towards delay meter updation & ₹. 17,757.39p in Dec-2023 towards average billing period from Nov-2020 to Oct-2022 under CI-155 & 157 of OERC Regulation Code 2019.
3. On scrutiny of the documents, it is observed by the Forum that the OP has done the bill revision properly 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.

The billing dispute of the consumer has been addressed by OP through bill revision in line with Reg-155 & 157 of OERC Regulation Code 2019. Hence, the petition of the complainant is dropped.

Case is disposed off accordingly.




K.S.PADHEE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Lingaraj Sipka, At-Sipkapada, Po-Kantabanji, 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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums.”