

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/ 71

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. 1184/2023		
2	Complainant/s	Name & Address Sri Bidyut Ranjan Sagar, For Sri Ruplal Sagar, At/Po-Kantabanji, Ward No. 01, Dist-Bolangir	Consumer No 912211040217	Contact No. 9348529410
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) 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	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

-Sri Bidyut Ranjan Sagar

For the Respondent

-Sri Bijaya Kumar Rout, OAG-II (Auth. Representative)

Complaint Case No. 1184/2023

Sri Bidyut Ranjan Sagar,
For Sri Ruplal Sagar,
At/Po-Kantabanji,
Ward No. 01,
Dist-Bolangir
Con. No. 912211040217

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

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 about the meter rent charged from the date of supply to the year 2012 and average bill from the year 2012 to 2021 there is no use of electricity. 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 meter rent was charged from the date of supply till the year 2012. Secondly, average billing was done from the year 2012 to 2021 where there is no use of power. For such average bill, the arrear has accumulated to ₹. 98,199.72p upto Dec-2023. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

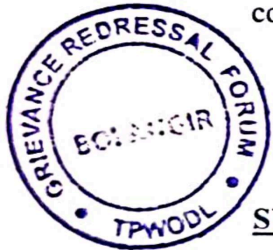
SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant documents. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Jan-2002. The dispute raised by the complainant towards meter rent is not correct. As the consumer has availed power supply through departmental meter, meter rent was charged for 5 years i.e. upto Mar-2007. Secondly, for average billing period from 2012 to 2021, due to meter defective average billing was done from Apr-2014 to Jan-2019 and from Feb-2021 to Nov-2022. As the above-stated average billing period bill has not been revised, it needs a bill revision.

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MEMBER (Fin.)

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 2 KW. The consumer has availed power supply since 18th Jan. 2002 and the arrear outstanding upto Dec-2023 is ₹. 98,199.72p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer has availed power supply through departmental meter. The petitioner was unable to produce any document in support of ownership of the meter having sl. no. 163733 which was installed at the time of power supply. Hence, meter rent was charged for five years from the date of power supply as per prevailing tariff prescribed by Hon'ble OERC from time to time.
2. Regarding no use of electricity from the year 2012 to 2021 represented by the petitioner, the consumer was billed on actual basis from Feb-2019 to Jan-2021. Also, the consumer has made payment on several occasions during the claimed period. Hence, the contention of the petitioner is not based on the facts.
3. From the billing abstract, it is seen that, due to meter defective, the consumer was served with average bills from Apr-2014 to Jan-2019 with meter no. 163733 resulting accumulation of arrear outstanding. A new meter was installed by OP with meter no. LW080116 on 07th Jan. 2019. In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than four 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. The OP has submitted that as the disputed billing period has not yet been revised, it needs bill revision as per consumption of new meter. 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 Distribution Code-2019 to redress the consumer grievances.
4. Also, from the billing abstract, it is seen that, due to meter defective, the consumer was served with average bills from Feb-2021 to Nov-2022 with meter no. LW080116 resulting accumulation of arrear outstanding. A new meter has been installed by OP with meter no. TW02032648 on 11th Feb. 2023. The OP has submitted that as the disputed billing period has not yet revised, it needs bill revision as per consumption of new meter. Based on the consumption pattern of new meter, 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 from the bill revision and the purpose of the complainant will not be fulfilled.

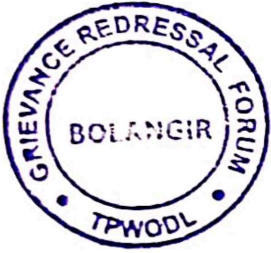
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

1. The energy bills raised to the consumer from Feb-2017 to Jan.-2019 are to be revised as per succeeding months average consumption of new meter by considering IMR : 0 (07.01.2019) & FMR : 1102 (Dec-2019) under CI-155 & 157 of OERC Distribution Code 2019.
2. DPS is to be levied as per OERC Regulation.

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MEMBER (Fin.)

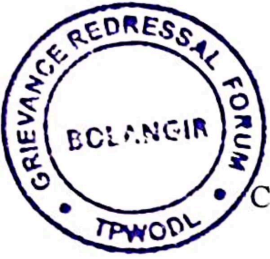
PRESIDENT



3. All sundries and adjustments are to be considered during the above revision period.
4. The Forum advised the OP to allow suitable instalment on revised bill to the complainant if the complainant desires and the complainant must adhere the same.

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.



[Signature]
K.S.PADHEE
CO-OPTED MEMBER

[Signature]
P.K.SAHOO
MEMBER (Fin.)

[Signature]
K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Bidyut Ranjan Sagar, At/Po-Kantabanji, Ward No. 01, 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."