



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/ 208^{CS}

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/118/2024		
2	Complainant/s	Name & Address Sri Ram Narayan Khamari, At/Po-Mandal, Dist-Bolangir	Consumer No 912313040419	Contact No. 9178014910
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh	Division Patnagarh Electrical Division, TPWODL, Patnagarh	
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	√ Respondent	Others
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 Ram Narayan Khamari
For the Respondent -Sri Debadatta Mahapatra, S.D.O (Elect.), Patnagarh

Complaint Case No. BGR/118/2024

Sri Ram Narayan Khamari, - **COMPLAINANT**
At/Po-Mandal,
Dist-Bolangir
Con. No. 912313040419

-Versus-

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

ORDER
(Dt.22.02.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 2 KW. He has disputed about the average bills raised from Aug-2012 to Jul-2020 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 Aug-2012 to Jul-2020 due to meter defective. For such average bill, the arrear has accumulated to ₹. 66,778.24p 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 since Jun-2007. The billing dispute raised by the complainant for the average billing from Aug-2012 to Jul-2020 is due to meter defective for that period. A new meter with sl. no. LW422089 has been installed on 27th Feb. 2020 but due to delay in updation of meter protocol data, it has reflected in Aug-2020 with CMR : 32, thereafter actual billing is going on. As the above-stated average billing period bill has not been revised, it needs bill revision.

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.)
Page 2 of 3

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 11th Jun. 2007 and the arrear outstanding upto Jan-2024 is ₹. 66,778.24p. 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 Aug-2012 to Jul-2020 with meter no. 1604070967 resulting accumulation of arrear outstanding.
2. A new meter has been installed by OP with meter no. LW422089 on 27th Feb. 2020 but due to delay in updation of meter protocol data by OP, it has reflected in Aug-2020 with CMR : 32, thereafter actual billing has done. In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than seven 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 ₹. 66,778.24p 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 Aug-2018 to Jul-2020 are to be revised as per succeeding six months average consumption of new meter by considering IMR: 32 (Sep-2020) & FMR: 270 (Feb-2021) 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 one month after receipt of GRF order otherwise it will be treated as non-compliance.



K.S. PADHÉE
K.S. PADHÉE
CO-OPTED MEMBER

P.K. SAHOO
P.K. SAHOO
MEMBER (Fin.)

K.B. SAHU
K.B. SAHU
PRESIDENT

Copy to: -

1. Sri Ram Narayan Khamari, At/Po-Mandal, 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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."