



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/ 75

Dated, the 25/01/2024

Corum:
Er. Kumuda Bandhu Sahu
Sri Prasanta Kumar Sahoo
Sri Krupasindhu Padhee

- President
- Member (Finance)
- Co-Opted Member

| | | | | | |
|----|--|--|---|--------------|-------------|
| 1 | Case No. | Complaint Case No. 1201/2023 | | | |
| 2 | Complainant/s | Name & Address | | Consumer No | Contact No. |
| | | Sri Digambar Meher, For Sri Jyotish Meher, At-Gohirapadar, Po-Bangomunda, Dist-Bolangir | | 912212030122 | 8018784523 |
| 3 | Respondent/s | Name S.D.O (Elect.), TPWODL, Kantabanji | Division Titilagarh Electrical Division, TPWODL, Titilagarh | | |
| 4 | Date of Application | 13.12.2023 | | | |
| 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) <u>155, 157</u> | | | |
| | | 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 | 13.12.2023 | | | |
| 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: Camp Court at Bangomunda

Appeared:

For the Complainant
For the Respondent

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

Complaint Case No. 1201/2023

Sri Digambar Meher,
For Sri Jyotish Meher,
At-Gohirapadar,
Po-Bangomunda,
Dist-Bolangir
Con. No. 912212030122

- **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 3.5 KW. He has disputed the average bill raised from Nov-2021 to till date 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 Tureikela Section of Kantabanji Sub-division. The consumer represented that he was served with average bills from Nov-2021 to till date due to meter defective. For such, the arrear has accumulated to ₹. 40,490.21p 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 Apr-2003. The billing dispute raised by the complainant for the average billing from Nov-2021 to till date is due to meter defective for that period. A new meter with sl. no. TPWODL1000358 has been installed on 15th Jan. 2022 but due to delay in uploading of protocol, the meter data has been captured in Jan-2024 billing. As the above-stated period bill has not 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.)
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PRESIDENT



FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 3.5 KW. The consumer has availed power supply since 10th Apr. 2003 and the arrear outstanding upto Dec-2023 is ₹. 40,490.21p. 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 Nov-2021 to till date with meter no. LW352215 resulting accumulation of arrear outstanding.
2. A new meter has been installed by OP with meter no. TPWODL1000358 on 15th Jan. 2022 but due to delay in updation of meter protocol data, the KWH reading has not been captured till Dec-2023 billing. As per FG meter photo, the CMR on 09.01.2024 is 6916.
3. In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than two years even after two years of meter replacement, protocol has not been uploaded which is a serious negligence on the part of OP for which it is advised to be taken care in future.
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 & 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.

1. The meter protocol should be uploaded immediately with KWH reading for proper billing.
2. The energy bills raised to the consumer from Nov-2021 to 15th Jan. 2022 are to be revised as per succeeding months average consumption of new meter by considering IMR : 0 (15.01.2022) & FMR : 6916 (09.01.2024) under CI-155 & 157 of OERC Distribution Code 2019.
3. Delay meter reading updation revision must be done as per consumption of new meter. DPS is to be levied as per OERC Regulation.
4. 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.PADHEE
CO-OPTED MEMBER

P.K.SAHOO
MEMBER (Fin.)

K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Digambar Meher, At-Gohirapadar, Po-Bangomunda, 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."