

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)

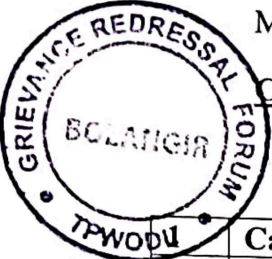
Memo No.GRF/BGR/Order/ 45⁽⁵⁾

Dated, the 11/01/2024

Corum:

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

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



2	Complainant/s	Complaint Case No. 1207/2023		
		Name & Address	Consumer No	Contact No.
		Sri Tiku Thanapati, For Sri Nimananda Thanapati, At-Jamuna, Po-Muribahal, Dist-Bolangir	912213150377	6370047270
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	11.01.2024		
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 Muribahal

Appeared:

For the Complainant -Sri Tiku Thanapati
For the Respondent -Sri Jagannath Pati, S.D.O (Elect.), Kantabanji

Complaint Case No. 1207/2023

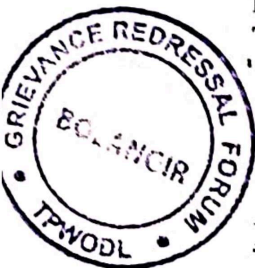
Sri Tiku Thanapati,
For Sri Nimananda Thanapati,
At-Jamuna,
Po-Muribahal,
Dist-Bolangir
Con. No. 912213150377

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**



ORDER
(Dt.11.01.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 0.5 KW. He has disputed that he is receiving the provisional bills from Nov-2022 onwards. Also, there is a mis-match of meter number in the bill. 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: 13.12.2023

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Muribahal Section of Kantabanji sub-division. The consumer represented that he is receiving provisional bills from Nov-2022 onwards and there is mis-match of meter number. For such, the arrear has been accumulated to ₹. 62,638.71p upto Nov-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-Domestic consumer availing power supply since Jul. 2015. The billing dispute raised by the complainant for the absurd billing from Nov-2022 onwards. As represented by the complainant regarding mis-match of meter number, it needs field verification. The OP requested for seven days time for field verification and rectification if required.

Considering the representation, seven days time allowed by the Forum.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 0.5 KW. The consumer has availed power supply since 14th Jul. 2015 and the arrear outstanding upto Nov-2023 is ₹. 62,638.71p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Presently, the consumer is being billed with "PROVISIONAL" basis from Nov-2022 with meter no. WHL009365 but as per FG photo the meter no. is LW522767 and CMR on 11.12.2023 is 5993 and the said meter LW522767 has been installed since Sep-2021.
2. The OP failed to submit PVR report within scheduled time and also after reminder. Due to such lapses by the OP, the dispute of the consumer is pending for more than one year.
3. As there is no response from OP, it is construed that the OP has nothing to say in this regard and the matter will be decided as per available documents.
4. From the billing abstract and FG database information, the Forum realised that the disputed meter no. WHL009365 which was installed on 06.12.2021 is a wrong punching of meter number where the said meter has not been installed and the consumer is running with the previous meter with sl. no. LW522767 installed since Aug-2021 and the CMR is 5993 on 11.12.2023 (FG meter reading photo).
5. Hence, bill revision is required under Cl-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 is to be uploaded immediately without further delay for proper billing.
2. The energy bills raised to the consumer from Jan-2022 to Dec-2023 are to be revised as per average consumption of meter (meter no.: LW522767) considering IMR: 20 (Sep-2021) & FMR: 5993 (11.12.2023) under Cl-155 & 157 of OERC Distribution Code 2019.
3. 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 Tiku Thanapati, At-Jamuna, Po-Muribahal, 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."