



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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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/ 77⁶

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. 1215/2023		
2	Complainant/s	Name & Address Sri Laxman Kumar Patra, President, Maa Maheswari P.P, At/Po-Silati, Via-Binka, Dist-Sonepur	Consumer No 915001061069	Contact No. 9937995038 9777971907
3	Respondent/s	Name EE, SED, TPWODL, Sonepur	Division Sonepur Electrical Division, TPWODL, Sonepur	
4	Date of Application	18.12.2023		
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	19.01.2024	
9	Date of Order	25.01.2024		
10	Order in favour of	Complainant	Respondent	√
11	Details of Compensation awarded, if any.	Nil		

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: GRF, Bolangir & Camp Court at Ulunda

Appeared:

For the Complainant -Sri Laxman Kumar Patra
For the Respondent -Sri Abadhut Pradhan, JFM (Auth. Representative)

Complaint Case No. 1215/2023

Sri Laxman Kumar Patra,
President,
Maa Maheswari P.P,
At/Po-Silati,
Via-Binka,
Dist-Sonepur
Con. No. 915001061069

- **COMPLAINANT**

-Versus-

Executive Engineer,
Sonepur Electrical Division,
TPWODL, Sonepur

- **OPPOSITE PARTY**

ORDER
(Dt.25.01.2024)

HISTORY OF THE CASE

The Complainant is a LT-Lift Irr. consumer availing a CD of 9.5 KW. He has disputed the inflated bill raised in Sep-2022 with 190227 units. He has submitted his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

PROCEEDING OF HEARING DATED: 28.12.2023

The Complainant Sri Laxman Kumar Patra appeared before the Forum in person whereas the OP was not present on the date of hearing. Hence, the next date was scheduled for hearing on 19.01.2024.

The case was heard in detail.

PROCEEDING OF HEARING DATED: 19.01.2024


SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Binka Section of Sonepur division. The consumer represented that he was served with inflated bill of 190227 units in Sep-2022. The complainant raised dispute against the said bill and requested before the Forum for suitable revision of the bill.

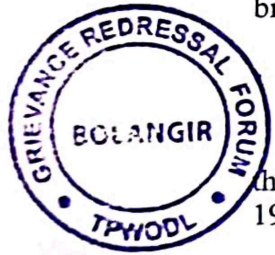
SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with billing abstract only and subsequently submitted the written version on 20th Jan. 2024. On defence, he intimated that the consumer is a LT-Lift Irr. consumer availing power supply since Jan.-2016. The billing dispute raised by the complainant for the inflated bill of Sep-2022 for 190227 units. The consumer was billed on PROVISIONAL basis


CO-OPTED MEMBER


MEMBER (Fin.)


PRESIDENT



from the date of power supply to Aug-2022. On Sep-2022, actual bill was generated with 190227 units and adjusted provisional units. The meter was in OK status. In the subsequent month, the meter was replaced with a new smart meter on 19.10.2022 with meter no. 10014047. Thereafter, actual billing is going on.

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-Lift Irr. consumer with a CD of 9.5 KW. The consumer has availed power supply since 15th Mar. 2016 and the arrear outstanding upto Dec.-2023 is ₹. 1,35,310.71p. As complained by the complainant and submission of OP, it is observed by the Forum that,

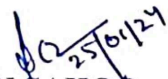
1. Due to non-availability of meter reading, the consumer was billed on PROVISIONAL basis from the date of supply i.e. 15.03.2016 to Aug-2022 with meter no. WSC43729 resulting accumulation of arrear outstanding. During Sep-2022, actual billing was generated after obtaining of meter reading and adjustment of provisional bills. The meter was OK and in running condition as per meter status available in the database. In Oct-2022, the said meter has been replaced with a smart meter with meter no. 10014047 dated 19th Oct. 2022. Thereafter actual billing is going on.
2. In the instant case, it is surprised that the OP has allowed the consumer to continue with PROVISIONAL bill for more than six years which is not supposed to be done. The Forum warned the OP not to repeat such things in future and directed to provide the bill with actual meter reading.
3. As the bill of Sep-2022 has generated with actual meter reading available in the meter, there is no needs of revision of bill. Also, the reading reflected in Sep-2022 billing is the consumption from Mar-20216 to Sep-2022 (78 months). It is found that there is no such abnormal difference in the monthly consumption between the previous meter and the present meter. Hence, the Forum is of the opinion that the accuracy of the previous meter is within limit.


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 in Sep-2022 has no error and the consumer is liable to pay the bill.
2. The Forum advised the OP to allow suitable installment on the arrear outstanding to the complainant if the complainant desires and the complainant must adhere the same.

Case is disposed off accordingly.


K.S.PADHEE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Laxman Kumar Patra, At/Po-Silati, Via-Binka, Dist-Sonepur.
2. Executive Engineer, Sonepur Electrical Division, TPWODL, Sonepur.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
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."