



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/ 78⁽⁵⁾

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. 1222/2023		
2	Complainant/s	Name & Address Sri Chudamani Rana, At-Jharmunda, Po-Pardhiapali, Dist-Bolangir	Consumer No 911212110124	Contact No. 9668254913
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	19.12.2023		
5	In the matter of-	1. Agreement/Termination	2. Billing Disputes	<input checked="" type="checkbox"/>
		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	19.12.2023		
9	Date of Order	25.01.2024		
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Kusang

Appeared:

For the Complainant –Sri Chudamani Rana
For the Respondent –Sri Srikanta Satpathy, AFM (Auth. Representative)

Complaint Case No. 1222/2023

Sri Chudamani Rana,
At-Jharmunda,
Po-Pardhiapali,
Dist-Bolangir
Con. No. 911212110124

- **COMPLAINANT**

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division, No. II,
TPWODL, Bolangir

- **OPPOSITE PARTY**

ORDER
(Dt.25.01.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 1.5 KW. He has disputed the average bill raised from Sep-2021 to Aug-2022 due to meter defective. Also; inflated bill of 1082 units was served in Sep-2022. 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: 19.12.2023

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Chatamakhna Section of Sub-division II, Balangir. The consumer represented that he was served with average bills from Nov-2021 to Aug-2022 due to meter defective. Also, during Sep-2022, a bill for 1082 units was served. For such, the arrear has accumulated to ₹. 12,482.35p 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 Mar-2008. The billing dispute raised by the complainant for the average billing from Nov-2021 to Aug-2022 is due to meter defective for that period. A new meter with sl. no. TPWODL1019719 has been installed on 31st Jan. 2022. Due to delay in meter protocol, the KWH reading has been captured in the bill of Sep-2022 with CMR: 1315. Thereafter actual billing is going on. 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.)

PRESIDENT



FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1.5 KW. The consumer has availed power supply since 03rd Mar. 2008 and the arrear outstanding upto Dec.-2023 is ₹. 12,482.35p. 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 Aug-2022 with meter no. 300044 resulting accumulation of arrear outstanding.
2. A new meter has been installed by OP with meter no. TPWODL1019719 on 31st Jan. 2022 but due to delay in updation of meter protocol data, the KWH reading has been captured in Sep-2022 with CMR : 1315. Accordingly, on delay in meter updation revision has been done in Sep-2022 with credit of ₹. 2,602.63p.
3. In the instant case, it is observed that the OP has made delay in updation of meter protocol data for which average bill was served which is a serious negligence on the part of OP for which it is advised to be taken care in future.
4. As submitted by OP, bill revision from Sep-2021 to Jan-2022 is required to redress the consumer grievances.
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 energy bills raised to the consumer from Nov-2021 to Jan.-2022 are to be revised as per succeeding months average consumption of new meter by considering IMR : 0 (31.01.2022) & FMR : 1315 (Sep-2022) under CI-155 & 157 of OERC Distribution Code 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.PADHEE

CO-OPTED MEMBER


P.K.SAHOO

MEMBER (Fin.)


K.R.SAHU

PRESIDENT

Copy to: -

1. Sri Chudamani Rana, At-Jharmunda, Po-Pardhiapali, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, TPWODL, Bolangir.
3. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
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."