

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),

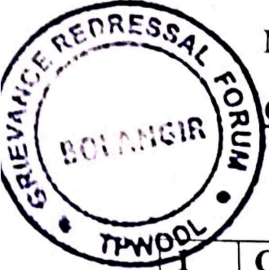
Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 184¹⁵

Dated, the 15/02/2024

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

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



1	Case No.	Complaint Case No. BGR/12/2024		
2	Complainant/s	Name & Address Sri Ganesh Kara, For Sri Kasinath Kara, At/Po-Dunguripali, Dist-Sonepur	Consumer No 915302030253	Contact No. 7064643434
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Binka	Division Sonepur Electrical Division, TPWODL, Sonepur	
4	Date of Application	05.01.2024		
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) <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	05.01.2024		
9	Date of Order	15.02.2024		
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 Bhatbahali

Appeared:

For the Complainant -Sri Ganesh Kara
For the Respondent -Sri Dharambir Sahoo, ESO, Cherupali (Representative)

Complaint Case No. BGR/12/2024

Sri Ganesh Kara,
For Sri Kasinath Kara,
At/Po-Dunguripali,
Dist-Sonepur
Con. No. 915302030253

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.15.02.2024)

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 May-2013 to till date in spite of meter installed since last six months. He has submitted his grievances for revision of bill and billing as per meter reading. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED: 05.01.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Cherupali Section of Binka Sub-division. The consumer represented that he was served with average bills from May-2013 to till date. due to meter defective. For such average bill, the arrear was accumulated to ₹. 1,22,794.12p upto Dec.-2023. A new meter has been installed since last six months but bills were still raised on average basis. 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 prior to Apr-1999. The billing dispute raised by the complainant for the average billing from Apr-2013 to till date due to meter defective, is genuine. As for the above-stated average billing period bill has not revised, it needs bill revision.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Considering the above, the OP requested before the Forum for revision of previous disputed bills and pass order as deemed fit.

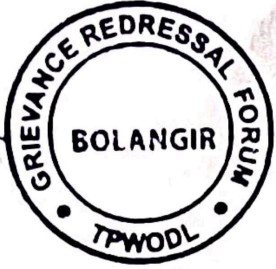
FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 2 KW. The consumer has availed power supply prior to Apr-1999 and the arrear outstanding upto Dec.-2023 is ₹. 1,22,794.12p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Due to meter defective, the consumer has been billed with average bills from Apr-2013 to till date with meter no. 1978104 resulting accumulation of arrear outstanding. Till date, the defective meter has not been replaced.
In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than ten years. In the above case, due to delay in installation of new meter, average billing has done which could have been avoided if the OP has installed the meter without delay for which it is advised to the OP to be taken care in future.
2. As per consumer statement, a new meter has been installed six months back but average bills have still been raised every month. During hearing, FG meter photo has been verified and found that meter no. WLT248934 is physically present. To confirm, the Forum during the hearing directed the OP to submit a meter PVR with meter reading and status of meter within seven days. The OP failed to submit the report within scheduled time. Again, reminder was given for submission of PVR within three days but till date no report has been received by the Forum.
3. It is surprised that though the said consumer is coming under **ECL category** and the consumer has paid two instances from the year 2020 to 2024 but still the OP has not bothered for rectification of bill. Also, the consumer stated that physically OK & running meter is there but in the billing meter status is defective. Due to non-submission of PVR, the Forum assumes that the OP has nothing to say in this regard and the matter is to be decided as per available documents.
4. The OP has submitted that as the disputed billing period has not yet been 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 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. A new meter is to be installed immediately as per Reg-116 of OERC Dist. (CoS) Code 2019 to ascertain the consumption of the consumer as well as proper billing.
2. The energy bills raised to the consumer is to be revised from the date of meter replacement to the preceding two year as per average of six consecutive billing of new meter under CI-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.




CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Case is disposed off accordingly.

Compliance report must be submitted to the Forum by the opposite party within seven months 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 Ganesh Kara, At/Po-Dunguripali, Dist-Sonepur.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Binka.
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."