



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/ 229⁽⁵⁾

Dated, the 26/02/2024

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/136/2024		
2	Complainant/s	Name & Address Sri Sahadev Meher, At/Po-Agalpur, Dist-Bolangir	Consumer No 911312010452	Contact No. 8018854611
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Loisingha	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	07.02.2024		
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) 113 (V), 155, 157 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	07.02.2024		
9	Date of Order	26.02.2024		
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 Agalpur

Appeared:

For the Complainant –Sri Sahadev Meher

For the Respondent –Sri Abanikanta Maharana, S.D.O (Elect.), Loisingha

Complaint Case No. BGR/136/2024

Sri Sahadev Meher,
At/Po-Agalpur,
Dist-Bolangir
Con. No. 911312010452

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

ORDER
(Dt.26.02.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 2 KW. He has disputed the average / provisional billing done from Oct-2023 to Dec-2023 and accuracy of the present meter and suspected that the consumption is recording at higher side. He has submitted his grievances for meter replacement and revision of bill. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED: 07.02.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Agalpur Section of Loisingha Sub-division. The consumer represented that average / provisional billing were done from Oct-2023 to Dec-2023 and the present meter is showing excess consumption as compared to his actual consumption. For such excess billing, the arrear has been accumulated to ₹. 14,219.41p upto Jan-2024. 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 without relevant documents. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Aug-2014. The billing dispute raised by the complainant for the average / provisional billing is true due to house lock. As regards to excess billing as claimed by the consumer is not based on the facts as the billing is done on the basis of actual meter reading.

Considering the above, the OP requested before the Forum to pass order as deemed fit.

CO-OPTED MEMBER

MEMBER (Fin.)

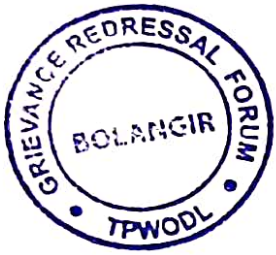
PRESIDENT



FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 2 KW. The consumer has availed power supply since 21st Aug. 2014 and the arrear outstanding upto Jan-2024 is ₹. 14,219.41p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Due to house lock, the consumer was billed on PROVISIONAL basis from Oct-2023 to Dec-2023 which has been resolved in Jan-2024 by actual meter reading captured in billing. Accordingly, the provisional billing amount done from Oct-2023 to Dec-2023 has been withdrawn in Jan-2024 billing.
2. The consumer is billed on actual meter reading basis which is disputed by the consumer that the meter is showing excess consumption than his actual consumption. The OP has denied with the complaint of the complainant and stated that the monthly bill is generated on actual meter reading basis.
3. To resolve the dispute, the Forum in its speaking order directed the OP to test the meter & report should be submitted within seven days to ascertain the meter accuracy. In response to that, the OP has installed a parallel meter on 09th Feb. 2024 and kept under observation till 17th Feb. 2024 and found that the existing meter has an error of (+) 5.08%. **Hence, it is concluded that the existing meter is defective and a new meter is to be installed for proper billing & revision of previous bill.** The report dated 17th Feb. 2024 submitted by OP is taken into record.



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-113 (V) of OERC Dist. (CoS) Code 2019 to ascertain the consumption of the consumer as well as proper billing.
2. The energy bill of the consumer is to be revised from the date of meter replacement to the preceding two year as per succeeding six months average consumption of new meter under CI-155 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.
5. The Forum advised the OP to allow suitable installments on the revised bill to the petitioner observing TPWODL guidelines.

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 Sahadev Meher, At/Po-Agalpur, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Loisingha.
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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."