

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/ 264/5

Dated, the 27/02/2024

Corum: Er. Kumuda Bandhu Sahu - President
Sri Prasanta Kumar Sahoo - Member (Finance)
Sri Krupasindhu Padhee - Co-Opted Member

| | | | | | |
|------------------------|----------------------------------------------|-------------------------------------------------------------------------------------|---|---------------------------------------------------------------|-------------|
| 1 | Case No. | Complaint Case No. BGR/140/2024 | | | |
| 2 | Complainant/s | Name & Address | | Consumer No | Contact No. |
| | | Sri Giridhari Biswal, At/Po-Nagaon (A), Via-Agalpur, Dist-Bolangir | | 911312111227 | 6372795627 |
| 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) <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 | 07.02.2024 | | | |
| 9 | Date of Order | 27.02.2024 | | | |
| 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 Giridhari Biswal
For the Respondent -Sri Abanikanta Maharana, S.D.O (Elect.), Loisingha

Complaint Case No. BGR/140/2024

Sri Giridhari Biswal,
At/Po-Nagaon (A),
Via-Agalpur,
Dist-Bolangir
Con. No. 911312111227

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY

ORDER

(Dt.27.02.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 1 KW. He has disputed the 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 the present meter is showing excess consumption compared to his actual consumption. For such excess billing, the arrear was accumulated to ₹. 53,687.56p 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 Jun-2003. The billing dispute raised by the complainant regarding 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 1 KW. The consumer has availed power supply since 01st Jun. 2003 and the arrear outstanding upto Jan-2024 is ₹. 53,687.56p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. 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.
2. 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 arranged for meter testing. But during meter testing, it is found that the existing meter with sl. No. WHL030962 has no display and hence the present meter is declared as defective. The report submitted by OP dated 22.02.2024 has 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.

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 Giridhari Biswal, At/Po-Nagaon (A), Via-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.”