



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:- (06652) 235741

E-mail: grfwesco.bgr@rediffmail.com/ Grf.bolangir@tpwesternodisha.com

Bench: Er. Kumuda Bandhu Sahu (President),

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

Memo No.GRF/BGR/Order/ 234^{ES}

Dated, the 26/02/2024

Corum: Er. Kumuda Bandhu Sahu
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/146/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Nandalal Kaanr Bhoi, At-Govindpur, Po-Mundapadar, Via-Bangomunda, Dist-Bolangir	912124033483	8144174987	
3	Respondent/s	Name	Division		
		S.D.O (Elect.), TPWODL, Titilagarh	Titilagarh Electrical Division, TPWODL, Titilagarh		
4	Date of Application	09.02.2024			
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) 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	09.02.2024			
9	Date of Order	26.02.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	Nil			

26/02/24
MEMBER (Fin.)

26/02/24
PRESIDENT

Place of Hearing: Camp Court at Sindhekela

Appeared:

For the Complainant –Sri Nandalal Kaanr Bhoi
For the Respondent –Sri Sushanta Ku. Behera, S.D.O (Elect.), Titilagarh

Complaint Case No. BGR/146/2024

Sri Nandalal Kaanr Bhoi,
At-Govindpur,
Po-Mundpadar,
Via-Bangomunda,
Dist-Bolangir
Con. No. 912124033483

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY

ORDER
(Dt.26.02.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 1 KW. He has disputed about the erroneous and average bills from Nov-2022 to Jul-2023 due to meter defective. 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: 09.02.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Sindhekela section of Titilagarh Sub-division. The consumer represented that he was served with average bills due to meter defective from Nov-2022 to Jul-2023. For such average bills, the arrear was accumulated to ₹. 45,396.85p upto Jan-2024. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

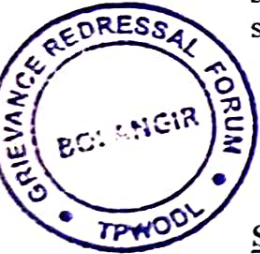
SUBMISSION OF OPPOSITE PARTY DURING HEARING

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-2018. The billing dispute raised by the complainant for the average billing from Nov-2022 to Jul-2023 was due to meter defective for that period. A new meter with sl. no. TWSP51010614 has been installed on 05th Sep. 2023, thereafter actual billing was done. As the above-stated average billing period bill has not been 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.


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 20th Jun. 2018 and the arrear outstanding upto Jan-2024 is ₹. 45,396.85p. 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-2022 to Jul-2023 with meter no. S2501227 resulting accumulation of arrear outstanding.
2. A new meter has been installed by OP with meter no. TWSP51010614 on 05th Sep. 2023 and thereafter actual billing was done. In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than eight months. Due to delay in installation of new meter, average billing was 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.
3. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹. 45,396.85p upto Jan-2024.
4. The OP has submitted that as the disputed billing period has not yet 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 & 157 of OERC Dist. (Conditions of Supply) 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-2022 to Jul-2023 are to be revised as per succeeding six months average consumption of new meter by considering IMR : 0 (05.09.2023) & FMR of Mar-2024 under CI-155 & 157 of OERC Dist. 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.


P.K. SAHOO
MEMBER (Fin.)


K.B. SAHU
PRESIDENT

Copy to: -

1. Sri Nandalal Kaanr Bhoi, At-Govindpur, Po-Mundapadar, Via-Bangomunda, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Titilagarh.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
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."