



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/ 236⁵¹

Dated, the 26/02/2024

Corum: Er. Kumuda Bandhu Sahu
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/148/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Smt. Subhabati Sahu, For Sri Sharad Sahu, At-Salemudga, Po-Sindhekela, Dist-Bolangir		912124010828	7973991717
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Titilagarh		Division 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) <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	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 -Smt. Subhabati Sahu
For the Respondent -Sri Sushanta Ku. Behera, S.D.O (Elect.), Titilagarh

Complaint Case No. BGR/148/2024

Smt. Subhabati Sahu,
For Sri Sharad Sahu,
At-Salemudga,
Po-Sindhekela,
Dist-Bolangir
Con. No. 912124010828

- **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 2 KW. He has disputed the average bill raised from Jan.-2019 to Oct-2022 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 from Jan-2019 to Oct-2022 due to meter defective. For such, the arrear was accumulated to ₹. 42,413.60p 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 Nov.-2011. The billing dispute raised by the complainant for the average billing from Jan-2019 to Oct-2022 is due to meter defective status for that period. A new meter with sl. no. LW407058 has been installed on 06th Oct. 2021 but due to protocol delay, it has been reflected in Nov.-2022, thereafter actual billing is going on. As the above-stated 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 2 KW. The consumer has availed power supply since 25th Nov. 2011 and the arrear outstanding upto Dec-2023 is ₹. 42,413.60p. 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 Jan-2019 to Oct-2022 resulting accumulation of arrear outstanding.
2. A new meter has been installed by OP with meter no. LW407058 on 06th Oct. 2021 but due to delay in updation of meter protocol data, the KWH reading has been captured on 15th Oct. 2022 with CMR : 1745. Accordingly, delay meter updation revision has been done in Oct.-2022 bill with credit of ₹. 1,661.77p.
3. In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than two years. 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.
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 Regulation 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 Sep-2021 to Aug-2021 are to be revised as per succeeding months average consumption of new meter by considering IMR: 0 (06.10.2021) & FMR: 1797 (Nov.-2022) under CI-155 & 157 of OERC Regulation 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. Smt. Subhabati Sahu, C/o-Sri Sharad Sahu, At-Salemudga, Po-Sindhekela, 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."