

GRIEVANCE REDRESSAL FORUM, BOLANGIR

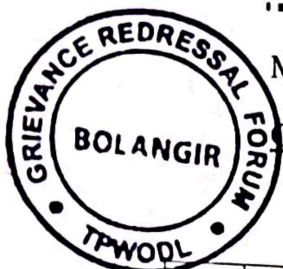
(Infront of Children's Park),

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/ 186⁽⁵⁾

Dated, the 15/02/2024

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

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

1	Case No.	Complaint Case No. BGR/14/2024		
2	Complainant/s	Name & Address Sri Ramakanta Thanapati, For Sri Giridhari Thanapati, At/Po-Lingmarni, Via-Dunguripali, Dist-Sonepur	Consumer No 915302131816	Contact No. 9692231982
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 Ramakanta Thanapati
For the Respondent -Sri Dharambir Sahoo, ESO, Cherupali (Representative)

Complaint Case No. BGR/14/2024

Sri Ramakanta Thanapati,
For Sri Giridhari Thanapati,
At/Po-Lingmarni, Via-Dunguripali,
Dist-Sonepur
Con. No. 915302131816

- **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 1 KW. He has disputed the provisional bill raised from Feb-Mar/2022 to Jun-2023 and dispute about the accuracy of present meter. 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: 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 provisional bills from Feb-Mar/2022 to Jun-2023 which was not adjusted. Also, the new meter installed in Aug-2022 is recording excess consumption than the actual consumption which needs to be replaced. For that, the arrear has accumulated to ₹. 12,133.62p upto Dec.-2023. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill and replacement of the existing meter.

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 Jun-2018. The billing dispute raised by the complainant for the provisional billing from Feb-Mar/2022 to Jun-2023 is genuine as the meter was replaced with a new meter in Aug-2022. The energy meter of the consumer has been replaced on 18th Aug. 2022 with meter no. 300019200 but due to delay in meter protocol, the same has been reflected in Jul-2023 with CMR : 2693, thereafter actual billing is going on. As regard to accuracy of the present meter, the monthly bill has been raised as per actual meter reading. As the above-stated period bill has not 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.

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 18th Aug. 2022 and the arrear outstanding upto Dec-2023 is ₹. 12,133.62p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer was billed on PROVISIONAL basis from Feb-Mar/2022 to Jun-2023. A new meter has been installed by OP with meter no. 300019200 on 18th Aug. 2022 but due to delay in updation of meter protocol data, it has been captured in Jul-2023 with CMR : 2693. So the provisional bills raised earlier has not been adjusted / withdrawn.
2. In the instant case, it is surprised that the OP has allowed the consumer to continue with erroneously billing for more than one year. Due to delay in updation of meter protocol data, erroneous billing was done which could have been avoided if the OP has updated the meter data in time for which it is advised to the OP to be taken care in future.
3. 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.
4. Regarding accuracy of present meter, the Forum analysed the consumption trend of new meter and no abnormalities has been observed. However, if the consumer challenges the accuracy of the meter, he has to deposit the required testing fees as per OERC Regulation 2019.
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 Feb-Mar/2022 to Jul-2023 are to be revised as per average consumption of new meter by considering IMR: 0 (18.08.2022) & FMR: 2693 (Jul-2023) under CI-155 & 157 of OERC Regulation 2019.
2. The consumer is advised to deposit the meter testing fees as per OERC Regulation and the OP is directed to make arrangement for testing of meter.
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 one month 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 Ramakanta Thanapati, At/Po-Lingmarni, Via-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."