



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/ 322^{CS}

Dated, the 11/03/2024

Corum: Er. Kumuda Bandhu Sahu
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/152/2024		
2	Complainant/s	Name & Address Sri Gopi Bagarty, For Sri Satyanarayan Bagarty, At-Laxmipadar, Po-Sirol, Via-Titilagarh, Dist-Titilagarh	Consumer No 912133060733	Contact No. 8917602419
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) 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	11.03.2024		
10	Order in favour of	Complainant	✓ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

11/03/24
MEMBER (Fin.)

11/3/24
PRESIDENT

Place of Hearing: Camp Court at Titilagarh

Appeared:

For the Complainant -Sri Gopi Bagarty
For the Respondent -Sri Sushanta Kumar Behera, S.D.O (Elect.), Titilagarh

Complaint Case No. BGR/152/2024

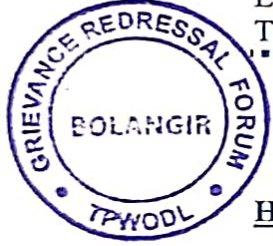
Sri Gopi Bagarty,
For Sri Satyanarayan Bagarty,
At-Laxmipadar,
Po-Sirol,
Via-Titilagarh,
Dist-Bolangir
Con. No. 912133060733

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY



ORDER
(Dt.11.03.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 0.5 KW. He has disputed about the erroneous bill raised in Aug-Sep/2022 with 9996 units and subsequently provisional bills till Dec-2023. 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 ESO-II section of Titilagarh Sub-division. The consumer represented that he was served with inflated and wrong bill in Aug-Sep/2022 with 9996 units and subsequently provisional bills till Dec-2023. For that erroneous bills, the arrear has been accumulated to ₹. 88,047.22p 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 with relevant records. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Apr.-2021. The billing dispute raised by the complainant for the erroneous billing from Aug-Sep/2022 to Dec-2023 is genuine which was due to meter reading problem. As the above-stated average billing period bill has not been revised, it needs bill revision.


MEMBER (Fin.)


PRESIDENT

Considering the above, the OP requested before the Forum for revision of previous disputed bills and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 0.5 KW. The consumer has availed power supply since 28th Apr. 2021 and the arrear outstanding upto Jan-2024 is ₹. 88,047.22p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer was billed with 9996 units during Aug-Sep/2022 and subsequently provisional billing excluding some few actual billing months. Thereafter, the meter has gone defective due to meter display issue as per FG photo. In this aspect, the objection of consumer is quite genuine. The consumption pattern post meter replacement has been compared with pre-installation period and confirmed that there is some error in the meter display or meter accuracy for which abnormal reading was billed.
The OP has also submitted a PVR and confirms that due to meter faulty, the billing was done automatically from the previous reading.
Hence, the Forum declared the meter reading from Aug-Sep/2022 to Dec-2023 is faulty and needs to be revised as per consumption of new meter.
2. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹. 88,047.22p upto Jan-2024.
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. 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 Aug-Sep/2022 to Jan-2024 are to be revised as per succeeding six months average consumption of new meter by considering IMR: 0 (19.01.2024) & FMR of Jul.-2024 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 five months 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 Gopi Bagarty, At-Laxmipadar, Po-Sirol, Via-Titilagarh, 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."