

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/ 253⁽⁵⁾

Dated, the 27/02/2024

Corum:

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

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

1	Case No.	Complaint Case No. BGR/163/2024		
2	Complainant/s	Name & Address Sri Jadumani Patel, At-Debang, Po-Patrapali, Via-Muribahal, Dist-Bolangir	Consumer No 912213082335	Contact No. 7077629526
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	12.02.2024		
5	In the matter of-	1. Agreement/Termination	2. Billing Disputes	<input checked="" type="checkbox"/>
		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	12.02.2024		
9	Date of Order	27.02.2024		
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Muribahal

Appeared:

For the Complainant -Sri Jadumani Patel
For the Respondent -Sri Jagannath Pati, S.D.O (Elect.), Kantabanji

Complaint Case No. BGR/163/2024

Sri Jadumani Patel,
At-Debang,
Po-Patrapali,
Via-Muribahal,
Dist-Bolangir
Con. No. 912213082335

- **COMPLAINANT**

-Versus-

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

- **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 average and wrong billing done from Nov-Dec/2005 to Feb.-2011 where the meter was running. 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: 12.02.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Muribahal section of Kantabanji Sub-division. The consumer represented that he was served with average and wrong bills from Nov-Dec/2005 to Feb.-2011 where the same meter was running but as per bill, the meter is defective. For that, the arrear has accumulated to ₹. 55,654.09p upto Jan.-2024. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

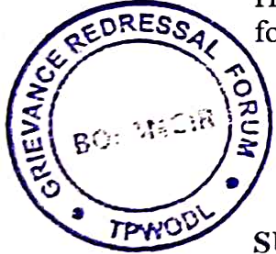
SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant document. On defence, he intimated that the consumer is a LT-Dom consumer availing power supply prior to Apr-1999. The billing dispute raised by the complainant for the wrong billing from Nov-Dec/2005 to Feb-2011 is genuine. The existing meter 1905419 has been installed from Mar-2004 but due to wrong meter status provided by the concerned meter reader, the bills were raised on AVERAGE basis which was rectified Mar-2011 but subsequently wrong billing has done till May-2012 which needs to be rectified as the same was running during the disputed period. Thereafter actual billing is going on. As the above-stated period bill has not revised, it needs bill revision.

CO-OPTED MEMBER

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 1 KW. . The consumer has availed power supply prior to Apr-1999 and the arrear outstanding upto Jan-2024 is ₹. 55,654.09p. As complained by the complainant and submission of OP, it is observed by the Forum that,


1. Due to wrong average billing from Nov-Dec/2005 to Feb-2011, the consumer was billed on AVERAGE basis in spite of a running meter was there. The meter no. 1905419 has been installed in the consumer premises during Mar-2004 but due to wrong meter status provided by the concerned meter reader, average billing was done which needs to be rectified. Also, from mar-2011 to Apr-2012, erroneous billing has done which needs to be rectified with actual meter reading as the same meter is present. The CMR captured in May-2012 is 2940.
2. Due to such wrong billing, the arrear has accumulated to ₹. 27,392.05 upto Apr-2012. Thereafter, due to irregular payment in monthly energy bill, the arrear has accumulated to ₹. 55,654.09p upto Jan.-2024.
3. The OP has submitted that as the disputed billing period has not yet revised, it needs bill revision as per consumption of the meter.
4. During the course of hearing, the OP has agreed with the billing complaints and initiate the bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has recasted with the consumption and a net amount of ₹. 11,333.65p is to be withdrawn from the arrear outstanding.

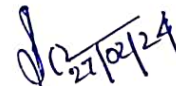
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

The OP has recasted the bill and the petitioner has convinced with the proposed withdrawal amount of ₹. 11,333.65p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.

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 Jadumani Patel, At-Debang, Po-Patrapali, Via-Muribahal, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Kantabanji.
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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."