

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/ 324^{CS}

Dated, the 11/03/2024

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/169/2024		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Karunakara Deep, For Sri Ramachandra Deep, At-Kermeli, Po-Barapudugia, Dist-Bolangir	911211032787	9178724056
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	13.02.2024		
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) 116, 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	13.02.2024		
9	Date of Order	11.03.2024		
10	Order in favour of	Complainant	✓ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Kudasingha

Appeared:

For the Complainant -Sri Karunakara Deep
For the Respondent -Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir

Complaint Case No. BGR/169/2024

Sri Karunakara Deep,
For Sri Ramachandra Deep,
At-Kermeli, Po-Barapudugia,
Dist-Bolangir
Con. No. 911211032787

- **COMPLAINANT**

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division, No. II,
TPWODL, Bolangir

- **OPPOSITE PARTY**

ORDER

(Dt.11.03.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 1 KW. He has disputed the monthly bill raised from Jun.-2023 to till date i.e. after replacement, the meter is showing abnormal consumption. 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: 13.02.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-Chudapali of Sub-division II of Balangir division. The consumer represented that after meter installation of new meter, abnormal consumption is recorded. For that inflated reading, the arrear has accumulated to ₹. 56,550.84p 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 has appeared before the Forum with billing ledger pertaining to the period from Feb-2019 to Jan.-2024. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Dec-2018. The billing dispute raised by the complainant for abnormal reading in the new meter has no base as all the bills have raised on actual meter reading. Hence, the petition of the complainant should be rejected.

Considering the above, the OP requested before the Forum to pass order as deemed fit.

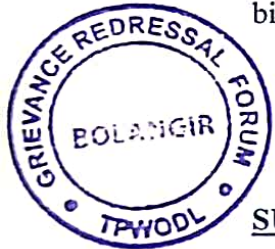
FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1 KW. The consumer has availed power supply since 29th Dec. 2018, and the arrear outstanding upto Jan.-2024 is ₹. 56,550.84p. As

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



complained by the complainant and submission of OP, it is observed by the Forum that,

1. A new meter has been installed by OP with meter no. 300092745 on 06.06.2023. The complainant is of the apprehension that the meter is recording excess consumption than actual consumption. Some of the monthly consumptions are,

BILLING MONTH	KWH BILLED
Aug-2023	1160
Sep-2023	651
Oct-2023	788
Dec-2023	502
Jan-2024	431

To confirm about the meter accuracy, the Forum during the course of hearing directed the OP to test the meter and submit the report within seven days but no report submitted by OP within scheduled time. Again, reminder was given to OP to submit the required report but after lapse of more than one month, no test report has been received by the Forum. Such inactiveness of the OP shows callousness towards the consumer and the dispute remains unresolved.

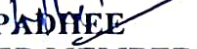
2. Due to non-submission of report before the Forum, it assumes that the OP has nothing to say in this regard and the matter will be decided as per available documents.

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. A new meter is to be installed immediately as per Reg-116 of OERC Dist. (CoS) Code 2019 to ascertain the consumption of the consumer as well as proper billing.
2. The energy bills raised to the consumer from Jun-2023 to the date of meter replacement are to be revised based on the average consumption of six consecutive billing of new meter under CI-155 & 157 of OERC Distribution Code 2019.
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 seven months 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 Karunakara Deep, At-Kermeli, Po-Barapudugia, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, TPWODL, Bolangir.
3. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
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."