



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/ 294⁽⁵⁾

Dated, the 28/02/2024

Corum: Er. Kumuda Bandhu Sahu - President
Sri Prasanta Kumar Sahoo - Member (Finance)
Sri Krupasindhu Padhee - Co-Opted Member

1	Case No.	Complaint Case No. BGR/177/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Jayananda Thanapati, For Sri Ghundu Thanapati, At-Sunaribernni, Po-Khandahata, Via-Subalaya, Dist-Sonepur		915203160460	77499005067
3	Respondent/s	Name S.D.O (Elect.), TPWODL, B.M.Pur	Division Sonepur Electrical Division, TPWODL, Sonepur		
4	Date of Application	20.02.2024			
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	20.02.2024			
9	Date of Order	28.03.2024			
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 Subalaya

Appeared:

For the Complainant -Sri Jayananda Thanapati
For the Respondent -Sri Soumyaranjan Das, S.D.O (Elect.), B.M.Pur

Complaint Case No. BGR/177/2024

Sri Jayananda Thanapati,
For Sri Ghundu Thanapati,
At-Sunaribernni,
Po-Khandahata,
Via-Subalaya,
Dist-Sonepur
Con. No. 915203160460

- **COMPLAINANT**

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division,
TPWODL, B.M.Pur

- **OPPOSITE PARTY**

ORDER
(Dt.28.03.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 0.14 KW. He has disputed the average bill raised from Apr-May/2013 to Nov-2023 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 : 20.02.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Subalaya Section of B M Pur Sub-division. The consumer represented that he was served with average bills from Apr-May/2013 to Nov-2023 due to meter defective. For that, the arrear has accumulated to ₹. 32,659.93p upto Feb.-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 documents. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Nov.-2012. The billing dispute raised by the complainant for the average billing from Apr-may/2013 to Nov-2023 was due to meter defective for that period. A new meter with sl. no. WHL022734 has been installed on 07th Jan. 2022 but due to protocol delay, it has reflected in Dec-2023 with CMR : 2782, thereafter actual billing is going on. As the above-stated period bill has not revised, it needs bill revision.

CO-OPTED MEMBER

MEMBER (Fin.)
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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 0.14 KW. The consumer has availed power supply since 23rd Nov. 2012 and the arrear outstanding upto Feb-2024 is ₹. 32,659.93p. 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 Apr-May/2013 to Nov-2023 resulting accumulation of arrear outstanding.
2. A new meter has been installed by OP with meter no. WHL022734 on 07th Jan. 2022 but due to delay in updation of meter protocol data, the KWH reading has been captured in Dec-2023 with CMR : 2782.
3. Consumption assessment has done as per consumption of new meter and debit sundry given for two times.

Sundry Month	Period	Debit Amt. (₹.)
Sep-22	Jan-2022 to Sep-2022	12,269.86
Nov-23	Jan-2022 to Nov-2023	10,302.39

From the above, the Forum observed that debit sundry has given two times for the period Jan-2022 to Sep-2022. Hence, the debit sundry amount of ₹. 12,269.86p given in the bill of Sep-2022 needs to be withdrawn.

4. In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than eight years. Due to delay in installation of new meter, average billing has 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.
5. The OP has submitted that as the disputed billing period has not yet revised, it needs bill revision as per consumption of new meter.
6. Based on the consumer complaint for revision of bill for the disputed period, it is observed that the present average consumption is more than the previous average billing. If bill revision will be initiated, additional bill will be added with the arrear outstanding and the consumer will not get any financial benefit from the bill revision. Rather, the complainant will be deprived from the bill revision and the purpose of the complainant will not be fulfilled.
7. 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.

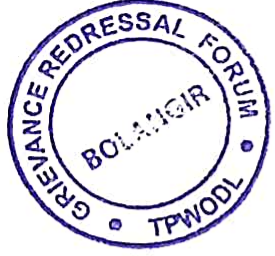
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

1. The debit sundry amount of ₹. 12,269.86p given in Sep-2022 is to be withdrawn.
2. DPS is to be levied as per OERC Regulation.
3. All sundries and adjustments are to be considered during the above revision period.

CO-OPTED MEMBER


MEMBER (Fm.)

PRESIDENT



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 Jayananda Thanapati, At-Sunaribernni, Po-Khandahata, Via-Subalaya, Dist-Sonepur.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, B.M.Pur.
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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."