

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/ 327⁶⁷

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/196/2024		
2	Complainant/s	Name & Address Sri Prafulla Kumar Dash, At-Champapur, Po-B.M.Pur, Dist-Sonepur	Consumer No 915202030176	Contact No. 9178116451
3	Respondent/s	Name S.D.O (Elect.), TPWODL, B.M.Pur	Division Sonepur Electrical Division, TPWODL, Sonepur	
4	Date of Application	04.03.2024		
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	04.03.2024		
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 Subalaya

Appeared:

For the Complainant -Sri Prafulla Kumar Dash
For the Respondent -Sri Soumya Ranjan Das, S.D.O (Elect.), B.M.Pur

Complaint Case No. BGR/196/2024

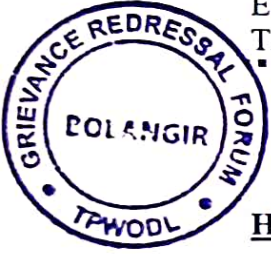
Sri Prafulla Kumar Dash,
At-Champapur,
Po-B.M.Pur,
Dist-Sonepur
Con. No. 915202030176

COMPLAINANT

-Versus-

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

OPPOSITE PARTY



ORDER
(Dt.11.03.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 2 KW. He has disputed about the average bills raised from the date of supply to Apr-2005 and Dec16/Jan17 to Nov-Dec/2022 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: 04.03.2024

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 the date of supply to Apr-2005 and from Dec16/Jan17 to Nov-Dec/2022. For such average bills, the arrear has been accumulated to ₹. 1,50,569.11p 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 billing ledger pertaining to Jul-2002 to Jan-2024. On defence, he intimated that the consumer is a LT-Dom consumer availing power supply since Nov-2001. The billing dispute raised by the complainant for the average billing from the date of supply i.e. Nov-2001 to Apr-2005 due to non-installation of meter. A new meter with sl. no. 1895891 was installed during May-2005, thereafter actual billing was done. Again, average billing was made from Dec16/Jan17 to Nov-Dec/2022 due to meter defective for that period. A new meter with sl. no. LW680253 has been installed on 06th Oct. 2020, thereafter actual billing was done. As the above-stated average billing period bill has not revised, it needs bill revision.


CO-OPTED MEMBER


MEMBER (Fin.)

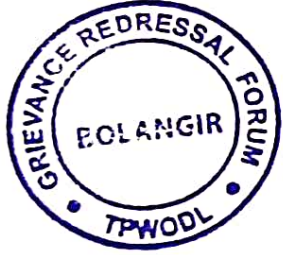

PRESIDENT

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 2 KW. The consumer has availed power supply since 12th Nov. 2001 and the arrear outstanding upto Jan-2024 is ₹. 1,50,569.11p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Power supply to the consumer has been released without meter by the OP which violates Cl-97 (ii) of OERC Dist. Conditions of Supply) Code which is a gross negligence on the part of OP which should not be. The Forum has taken this as a **serious note** and warned the OP not to repeat such things in future.
2. Due to billing with unmetered status, the consumer was served with average bills from the date of supply to Apr-2005 resulting accumulation of arrear outstanding.
3. A new meter was installed by OP with meter no. 1895891 during May-2005 and thereafter actual billing was done. In the instant case, it is surprised that the OP has allowed the consumer to continue without meter for more than four 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.
4. The OP has submitted that as the disputed billing period has not yet revised, it needs bill revision as per consumption of new meter.
5. On scrutiny of the documents, it is observed by the Forum that the bills raised during no meter period i.e. from the date of supply to Apr-2005 needs bill revision under Cl-155 & 157 of OERC Dist. (Conditions of Supply) Code 2019 to redress the consumer grievances. However, during the course of hearing, the OP has agreed with the billing complaints and initiate bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has recalculated with the consumption and a net amount of ₹. 15,999.90p is to be withdrawn from the arrear outstanding.
6. Again, due to meter defective of the existing meter with meter no. 8162645, the consumer was served with average bills from Dec16/Jan17 to Nov-Dec/2022 resulting accumulation of arrear outstanding.
7. A new meter has been installed by OP with meter no. LW680253 on 06th Oct. 2020 but due to delay in updation of meter protocol data, the KWH reading has been captured on Jan-Feb/2023 with CMR : 5343. Accordingly, delay meter updation revision has been done with debit of ₹. 9,038.42p for the period 06.10.2020 to 15.01.2023. Thereafter actual billing was done. In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than two 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.
8. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹. 1,50,569.11p upto Jan-2024.
9. The OP has submitted that as the disputed billing period has not yet revised, it needs bill revision as per consumption of new meter. Based on the consumer complaint for revision of bill for the average billing period, it is found that the present consumption is more than average billing period. 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



CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

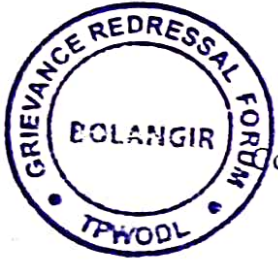
deprived from the bill revision and the purpose of the complainant will not be fulfilled. Hence, the Forum feels to drop the matter.

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 re-calculated the bill and the petitioner has been convinced with the proposed withdrawal amount of ₹. 15,999.90p. 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
K.S. PADHEE
CO-OPTED MEMBER

P.K. Sahoo
P.K. SAHOO
MEMBER (Fin.)

K.B. Sahu
K.B. SAHU
PRESIDENT

Copy to: -

1. Sri Prafulla Kumar Dash, At-Champapur, Po.B.M.Pur, 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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."