



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:-(06652) 235741

E-mail: grfwesco.bgr@rediffmail.com/ Grf.bolangir@tpwesternodisha.com

Bench: Er. Kumuda Bandhu Sahu (President),

Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 349

Dated, the 16/03/2024

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/198/2024		
2	Complainant/s	Name & Address Sri Jagannath Meher, At-Champapur, Po-B.M.Pur, Dist-Sonepur	Consumer No 915203010200	Contact No. - -
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	16.03.2024		
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 Jagannath Meher
For the Respondent -Sri Soumya Ranjan Das, S.D.O (Elect.), B.M.Pur

Complaint Case No. BGR/198/2024

Sri Jagannath Meher,
At-Champapur,
Po-B.M.Pur,
Dist-Sonepur
Con. No. 915203010200

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

ORDER
(Dt.16.03.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 2 KW. He has disputed about the erroneous bill raised in Jun-Jul/2011 to Jun-Jul/2013 and subsequently average bill from Feb-Mar/2014 to Dec14/Jan15. 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 inflated and wrong bill from Jun-Jul/2011 to Jun-Jul/2013 and subsequently average bills from Feb-Mar/2014 to Dec14/Jan-2015. For that erroneous bills, the arrear has accumulated to ₹. 96,116.89p upto Dec-2022. 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 Sep-2002. The billing dispute raised by the complainant for the erroneous billing from Jun-Jul/2011 to Jun-Jul/2013 is genuine which was due to suppressed meter reading by the concerned meter reader. Regarding average billing from Feb-Mar/2014 to Dec14/Jan15, it was due to meter defective for that period. A new meter with sl. no. 8162594 was being installed during Feb-Mar/2015, thereafter actual billing was done.


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 22nd Sep. 2002 and the arrear outstanding upto Dec-2022 is ₹. 96,116.89p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer was billed erroneously from Jun-Jul/2011 to Jun-Jul/2013 resulting accumulation of arrear outstanding which needs to be recasted as per actual meter reading. During the course of hearing, the OP has agreed with the billing complaints and initiated bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill was recalculated with the consumption and a net amount of ₹. 7,250.88p is to be withdrawn from the arrear outstanding.
2. Due to meter defective of the existing meter with meter no. 8084297, the consumer was served with average bills from Feb-Mar/2014 to Dec14/Jan15 resulting accumulation of arrear outstanding. A new meter was installed by OP with meter no.8162594 during Feb-Mar/2015. 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 one year. 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.

On scrutiny of the documents, it is observed by the Forum that the average 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.

3. The consumer has been declared as "GHOST CONSUMER" by the licensee during Jan-2023 for which the monthly bills have been stopped thereafter in the billing database. During the hearing process, the Forum directed the OP to submit a field verification report about the status of supply. The OP submitted the inspection report carried out on 14th Mar. 2024 and reported that the consumer is existing and the CMR is 1297 on 14th Mar. 2024.

It is a matter of concern that due to false reporting of the field officer of licensee, a running consumer has been declared as Ghost consumer and the bills have been stopped. The Forum herewith directed the OP to take precautionary measure in regard to such false reporting.

As there is no bill generated w.e.f. Jan.-2023, the energy bill is to be raised as per meter reading stated in the PVR dated 14th Mar. 2024.

4. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹. 96,116.89p upto Dec-2022.
5. 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 consumer must be converted from GHOST CONSUMER to running consumer immediately and the monthly bill must be generated and the energy bill must be re-casted as per PVR dated 14th Mar. 2024 with CMR : 1297 against meter no. 8162594.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

2. The energy bills raised from Feb-mar/2014 to Dec14/Jan15 are to be revised as per succeeding six months average consumption of new meter by considering IMR : 251 (Apr-May/2015) & FMR : 828 (Aug-Sep/2015) under CI-155 & 157 of OERC Regulation 2019.
3. The OP has re-casted the bill from Jun-Jul/2011 to Jun-Jul/2013 and the petitioner has been convinced with the proposed withdrawal amount of ₹. 7,250.88p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.
4. DPS is to be levied as per OERC Regulation.
5. 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 one month after receipt of GRF order otherwise it will be treated as non-compliance.



[Signature]
K.S.PADHEE
 CO-OPTED MEMBER

[Signature] 16/03/24
P.K.SAHOO
 MEMBER (Fin.)

[Signature] 16/03/24
K.B.SAHU
 PRESIDENT

Copy to: -

1. Sri Jagannath Meher, At-Champapur, Po-B.M.Pur, Dist-Sonepur.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, B.M.Pur.
3. DFM/ AFM/ JFM, Sonapur Electrical Division, TPWODL, Sonapur.
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."