



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/ 426^{CS}

Dated, the 29/03/2024

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/206/2024		
2	Complainant/s	Name & Address Sri Narendra Kumar Sahoo, For Amarnath Enterprises, At-Gandhinagarpada, Po/Dist-Bolangir	Consumer No 911001030342	Contact No. 9438355555
3	Respondent/s	Name EE, BED, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	06.03.2024		
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	14.03.2024	21.03.2024	
9	Date of Order	29.03.2024		
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: GRF, Bolangir

Appeared:

For the Complainant
For the Respondent

-Sri Pramod Kumar Naik (Representative)
-Sri Srikanta Satpathy, AFM (Auth. Representative)

Complaint Case No. BGR/206/2024

Sri Narendra Kumar Sahoo,
For Amarnath Enterprises,
At-Gandhinagarpada,
Po/Dist-Bolangir
Con. No. 911001030342

- **COMPLAINANT**

-Versus-

Executive Engineer,
Bolangir Electrical Division,
TPWODL, Bolangir

- **OPPOSITE PARTY**

ORDER

(Dt.29.03.2024)

HISTORY OF THE CASE

The Complainant is a LT-GPS consumer availing a CD of 20 KW. He has disputed abnormally high billing of 3840 units in the month of June-23. He has submitted his grievances for revision of bill. Furthermore, complaint applied for additional connection through installation of a sub-station which is not allowed due to arrear against premises. The complainant needs suitable bill revision and approval for 2nd connection.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 04.12.2023

SUBMISSION OF COMPLAINANT DURING HEARING

The Complainant is a LT-GPS consumer availing a CD of 20 KW from Sept-2012. He has disputed billing of 3840 units in the month of June-23 as consumption pattern in previous months are less. He has disputed meter readings. He has submitted his grievances for revision of bill. Furthermore, complainant applied for additional connection through installation of a sub-station which is not allowed due to arrear against the premises. The complainant needs suitable bill revision and approval for 2nd connection.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant document. He intimated that MMG department of TPWODL has checked the meter and found that existing meter with Sl.No-WSC 17468 is an obsolete Non-DLMS meter and its RTC failed. Meter is not communicating with MRI and meter dump could not be taken. During course of hearing, OP revealed that consumer is not cooperating during checking of meter and refused to sign on PVR. Consumer is billed on manual meter reading. As meter RTC failed and consumer is not allowing replacement with an advanced upgraded meter, billing on manual meter reading is going on.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Considering the above, the OP requested before the Forum to pass order for revision of previous disputed bill as per avg consumption post replacement of existing meter with a new one.

After payment of existing arrear, consumer may apply afresh for 2nd connection.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Com. consumer with a CD of 20KW. The consumer has availed power supply since 27th Sept. 2012. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Due to failure RTC of meter, it is considered defective and required immediate replacement.
2. Billing from June-23 till replacement of meter is treated as erroneous bill and should be revised as per consumption pattern of new meter under CI-155 & 157 of OERC Distribution Code-2019 to redress the consumer grievances.
3. As requested by complainant, application for 2nd connection is to be allowed after realisation of arrear of existing connection.

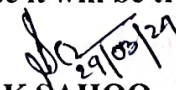
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

1. A new meter is to be installed in the consumer's premises immediately to ascertain proper billing.
2. The energy bills raised to the consumer from June-23 onwards till meter replacement are to be revised as per succeeding six months average consumption of new meter under CI-155 & 157 of OERC Distribution Code 2019.
3. Consumer is to apply afresh for 2nd connection after payment of arrears of existing connection.
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 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 Narendra Kumar Sahoo, C/o-Amarnath Enterprises, At-Gandhinagarpada, Po/Dist-Bolangir.
2. Executive Engineer, Bolangir Electrical Division, 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."