



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/ 353

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/211/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Ramapati Padhi, For Sri Satyabadi Padhi, At-Badhila, Po-Hikudi, Dist-Sonepur		915201100005	9439804697
3	Respondent/s	Name S.D.O (Elect.), TPWODL, B.M.Pur		Division Sonepur Electrical Division, TPWODL, Sonepur	
4	Date of Application	12.03.2024			
5	In the matter of-	1. Agreement/Termination <input type="checkbox"/> 2. Billing Disputes <input checked="" type="checkbox"/> 3. Classification/Reclassification of Consumers <input type="checkbox"/> 4. Contract Demand / Connected Load <input type="checkbox"/> 5. Disconnection / Reconnection of Supply <input type="checkbox"/> 6. Installation of Equipment & apparatus of Consumer <input type="checkbox"/> 7. Interruptions <input type="checkbox"/> 8. Metering <input type="checkbox"/> 9. New Connection <input type="checkbox"/> 10. Quality of Supply & GSOP <input type="checkbox"/> 11. Security Deposit / Interest <input type="checkbox"/> 12. Shifting of Service Connection & equipments <input type="checkbox"/> 13. Transfer of Consumer Ownership <input type="checkbox"/> 14. Voltage Fluctuations <input type="checkbox"/> 15. Others (Specify) - <input type="checkbox"/>			
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	12.03.2024			
9	Date of Order	16.03.2024			
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>	
11	Details of Compensation awarded, if any.	Nil			

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at B.M.Pur

Appeared:

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

Complaint Case No. BGR/211/2024

Sri Ramapati Padhi,
For Sri Satyabadi Padhi,
At-Badhila, Po-Hikudi,
Dist-Sonepur
Con. No. 915201100005

- 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 average bills raised from Feb-Mar/2001 to Feb-Mar/2004 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: 12.03.2024

SUBMISSION OF COMPLAINANT DURING HEARING

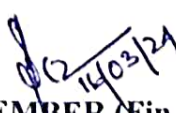
The complainant is a consumer under Ullunda section of B M Pur Sub-division. The consumer represented that he was served with average bills due to meter defective from Feb-Mar/2001 to Feb-Mar/2004. For such average bills, the arrear has accumulated to ₹. 46,608.41p upto Feb-2024. The complainant raised 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 billing ledger pertaining to Mar-2001 to Jan-2024. On defence, he intimated that the consumer is a LT-Dom consumer availing power supply prior to Apr-1999. The billing dispute raised by the complainant for the average billing from Feb-Mar/2001 to Feb-Mar/2004 was due to meter defective during that period. A new meter with sl. no. B1795436 was installed during May-2004, thereafter actual billing was done. As the above-stated average billing period bill has not revised, it needs bill revision.

Considering the above, the OP requested before the Forum for revision of previous disputed bills and pass order as deemed fit.


CO-OPTED MEMBER


MEMBER (Fin.)


PRESIDENT

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 prior to Apr-1999 and the arrear outstanding upto Jan-2024 is ₹. 46,608.41p. As complained by the complainant and submission of OP, it is observed by the Forum that.


1. Due to meter defective of the existing meter with meter no. WESCO233684. the consumer was served with average bills from Feb-Mar/2001 to Feb-Mar/2004 resulting accumulation of arrear outstanding.
2. A new meter was installed by OP with meter no. B1795436 during May-2004 and 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.
3. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹. 46,608.41 upto Feb.-2024.
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 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.

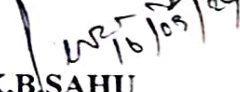
1. The energy bills raised to the consumer from Apr-May/2002 to Feb-Mar/2004 are to be revised as per succeeding six months average consumption of new meter by considering IMR: 74 (Jun-Jul/2004) & FMR: 501 (Oct-Nov/2004) under CI-155 & 157 of OERC Dist. Code 2019.
2. DPS is to be levied as per OERC Regulation.
3. 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.


K.S.PADHEE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Ramapati Padhi, C/o-Sri Satyabadi Padhi, At-Badhila, Po-Hikudi, 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."