



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/_____

Dated, the_____

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/218/2024		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Mukesh Dharua, For Smt. Champabati Dharua, At-Sujia, Po-Manhira, Via-Loisingha, Dist-Bolangir	911212360063	9556210894
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	13.02.2024		
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)		
		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	13.02.2024		
9	Date of Order	27.03.2024		
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 Fasad

Appeared:

For the Complainant -Sri Mukesh Dharua
For the Respondent -Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir

Complaint Case No. BGR/218/2024

Sri Mukesh Dharua,
For Smt. Champabati Dharua,
At-Sujia,
Po-Manhira,
Via-Loisingha,
Dist-Bolangir
Con. No. 911212360063

- COMPLAINTANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division, No. II,
TPWODL, Bolangir

- OPPOSITE PARTY

ORDER
(Dt.27.03.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 1.5 KW. He has disputed about the average bills raised from Nov-Dec/2016 to Oct-2020. 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: 13.03.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Chatamakhna section of Sub-division-II, Balangir. The consumer represented that he was being served with average bills from Nov-Dec/2016 to Oct-2020 due to meter defective. For that, the arrear has accumulated to ₹. 34,433.06p 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 without relevant documents. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Mar-2011. The billing dispute raised by the complainant for the average billing from Nov-Dec/2016 to Oct-2020 is due to meter defective for that period. A new meter with sl. no. LW668145 has been installed on 07th Sep. 2020. As the above-stated 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 1.5 KW. The consumer has availed power supply since 30th Mar. 2011 and the arrear outstanding upto Feb.-2024 is ₹. 34,433.06p. 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 Nov-Dec/2016 to Oct-2020 with meter no. 362903 resulting accumulation of arrear outstanding.
2. A new meter has been installed by OP with meter no. LW668145 on 07th Sep. 2020 and thereafter actual billing is going on. In the instant case, it is surprised that the OP has allowed the consumer to continue with defective 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.
3. 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. Hence, the Forum feels to drop the case.



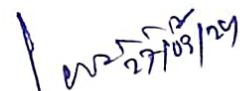
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

As there is no financial benefit to be made out of bill revision, the present case is dropped.

Case is disposed off accordingly.


K.S.PADHEE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Mukesh Dharua, At-Sujia, Po-Manhira, Via-Loisingha, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, 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."