

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/ 384

Dated, the 27/03/2024

Corum: Er. Kumuda Bandhu Sahu
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/231/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Smt. Debaki Kharsel, For Sri Nilakantha Kharsel, At/Po-Tureikela, Via-Kantabanji, Dist-Bolangir		912212010670	9668721171
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji		Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	15.03.2024			
5	In the matter of-	1. Agreement/Termination	2. Billing Disputes	<input checked="" type="checkbox"/>	
		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	15.03.2024			
9	Date of Order	27.03.2024			
10	Order in favour of	Complainant	<input checked="" type="checkbox"/>	Respondent	Others
11	Details of Compensation awarded, if any.	Nil			

27/03/24
MEMBER (Fin.)

27/03/24
PRESIDENT

Place of Hearing: Camp Court at Tureikela

Appeared:

For the Complainant -Smt. Debaki Kharsel
For the Respondent -Sri Jagannath Pati, S.D.O (Elect.), Kantabanji

Complaint Case No. BGR/231/2024

Smt. Debaki Kharsel, - **COMPLAINANT**
For Sri Nilakantha Kharsel,
At/Po-Tureikela,
Via-Kantabanji,
Dist-Bolangir
Con. No. 912212010670

-Versus-

Sub-Divisional Officer, - **OPPOSITE PARTY**
Electrical Sub-Division,
TPWODL, Kantabanji

ORDER
(Dt.27.03.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 1 KW. He has disputed the inflated bill raised in Jan-2015 with 6388 units and average bill from Dec-2018 to Nov-2021 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 : 15.03.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Tureikela section of Kantabanji Sub-division. The consumer represented that he was served with inflated bill in Jan-2015 with 6388 units and average bill from Dec-2018 to Nov-2021 due to meter defective. For that, the arrear has accumulated to ₹. 63,921.68p 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 abstract pertaining to the period from Sep-2009 to Feb-2024. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Sep-2009. The billing dispute raised by the complainant for the inflated billing done in the month of Jan-2015 for 6388 units is genuine. This has happened due to suppressed meter reading done by concerned meter reader to prevent actual billing in the previous months. As the above-stated period bill has not been revised, it needs bill revision. Also, average bill was


MEMBER (Fin.)


PRESIDENT



served to the consumer from Dec-2018 to Nov-2021 due to meter defective. A new meter with sl. no. WHL020917 has been installed on 14th Dec. 2021, thereafter actual billing has 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.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1 KW. The consumer has availed power supply since 01st Sep. 2009 and the arrear outstanding upto Feb-2024 is ₹. 63,921.68p. As complained by the complainant and submission of OP, it is observed by the Forum that,

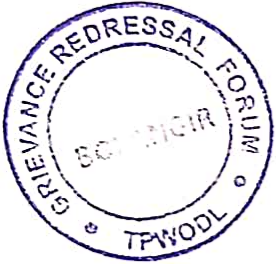
1. Due to suppressed meter reading by the concerned meter reader in the preceding months, the consumer was billed less units than his actual consumption. This has been identified in the month of Jan-2015 billing and the unbilled units has been billed in the said month. Due to such bill, the arrear amount has accumulated.
2. During the course of hearing, the OP has agreed with the billing complaints and initiate the bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has recasted with the consumption and a net amount of ₹. 45,124.48p is to be withdrawn from the arrear outstanding. The complainant has convinced with the revision process.
3. Due to meter defective of the existing meter with meter no. ORBG0113, the consumer was served with average bills from Dec-2018 to Nov-2021 resulting accumulation of arrear outstanding.
4. A new meter has been installed by OP with meter no. WHL020917 on 14th Dec. 2021, thereafter actual billing has done. In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for three 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.
Based on the consumer complaint for revision of bill for the average billing period, it is observed that the consumption after meter replacement 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.
5. The OP has submitted that as the disputed billing period has not yet revised, it needs bill revision as per consumption of new meter.
6. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹. 63,921.68p upto Feb.-2024.
7. 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 OP has recasted the bill for the suppressed reading and the petitioner has convinced with the proposed withdrawal amount of ₹. 45,124.48p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.


MEMBER (Fin.)

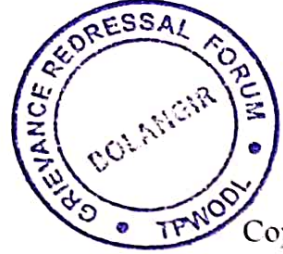

PRESIDENT



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.



02/27/03/24
P.K.SAHOO
MEMBER (Fin.)

02/27/03/24
K.B.SAHU
PRESIDENT

Copy to: -

1. Smt. Debaki Kharsel, C/o-Sri Nilakantha Kharsel, At/Po-Tureikela, Via-Kantabanji, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Kantabanji.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
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."