



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/ 397

Dated, the 28/03/2024

Corum: Er. Kumuda Bandhu Sahu
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/236/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Sadasiba Sipka, For Sri M.K.Sipka, At/Po-Kantabanji, Ward No. 12, Dist-Bolangir		912211020193	7681081057
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	√	
		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	28.03.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	Nil			

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Tureikela

Appeared:

For the Complainant -Sri Sadasiba Sipka
For the Respondent -Sri Jagannath Pati, S.D.O (Elect.), Kantabanji

Complaint Case No. BGR/236/2024

Sri Sadasiba Sipka,
For Sri M.K.Sipka,
At/Po-Kantabanji,
Ward No. 12,
Dist-Bolangir
Con. No. 912211020193

- COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division,
TPWODL, Kantabanji

- OPPOSITE PARTY

**ORDER
(Dt.28.03.2024)**

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 Jan-2014 to Jan-2022 and inflated bill of new meter. 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 Tureikela section of Kantabanji Sub-division. The consumer represented that he was served with average bills from Jan.-2014 to Jan-2022 and inflated bills were raised in the new meter. For that average bill, the arrear has accumulated to ₹. 1,18,284.97p 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 relevant documents. 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 average billing from Jan-2014 to Jan-2022 was due to meter defective during that period. A new meter with sl. no. TPWODL1020855 was installed on 16th Feb. 2022 but abnormal recording was observed. Hence, again a new meter has been installed on 08.12.2023 with meter no. TWSP51089147, thereafter actual billing is going on. As the above-stated average billing period bill has not revised, it needs bill revision.


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 prior to Apr-1999 and the arrear outstanding upto Feb-2024 is ₹. 1,18,289.97p. 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. WESCO94551, the consumer was served with average bills from Jan-2014 to Jan-2022 resulting accumulation of arrear outstanding.
2. A new meter was installed by OP with meter no. TPWODL1020855 on 16th Feb. 2022 but abnormal recording was observed for which the said meter has been replaced with a new one on 08.12.2023 with sl. No. TWSP51089147, 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 eight 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. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹. 1,18,284.97p 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 Dec-2021 to Nov-2023 are to be revised as per succeeding six months average consumption of new meter by considering IMR: 0 (03.12.2023) & FMR of June-2024 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 four months after receipt of GRF order otherwise it will be treated as non-compliance.


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Sadasiba Sipka, At/Po-Kantabanji, Ward No. 12, 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."