

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/ 427⁵

Dated, the 29/03/2024

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/253/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Sudarshan Khamari, At/Po-Dunguripali, Near Police Station, Dist-Sonepur		915302040740	9937725050
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Binka		Division Sonepur Electrical Division, TPWODL, Sonepur	
4	Date of Application	19.03.2024			
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	19.03.2024			
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: Camp Court at Dunguripali



Appeared:

For the Complainant

-Sri Sudarshan Khamari

For the Respondent

-Sri Deepak Kumar Behera, S.D.O (Elect.), Binka

Complaint Case No. BGR/253/2024

Sri Sudarshan Khamari,
At/Po-Dunguripali,
Near Police Station,
Dist-Sonepur
Con. No. 915302040740

-

COMPLAINANT

-Versus-

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

-

OPPOSITE PARTY

ORDER
(Dt.29.03.2024)

HISTORY OF THE CASE

The Complainant is a LT-GPS. consumer availing a CD of 2 KW. He has disputed about the erroneous bill raised from Oct-19 to Apr-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: 19.03.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Cherupali section of Binka Sub-division. The consumer represented that he was served with inflated and wrong bill from Oct-2019 to Apr-2020. For that erroneous bills, the arrear has accumulated to ₹. 86,781.14p 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 records. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Oct-2017. The billing dispute raised by the complainant for the erroneous billing from Oct-2019 to Apr-2020 is genuine due to punching of wrong meter number in oct-2019 which has been rectified in Apr-2020. Meter number correction was done in Apr-2020 but wrong billing period has not yet revised.

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-GPS. consumer with a CD of 2 KW. The consumer has availed power supply since 07th Oct. 2017 and the arrear outstanding upto Feb-2024 is ₹. 86,781.14p. As complained by the complainant and submission of OP, it is observed by the Forum that,


1. The consumer was billed erroneously from Oct-2019 to Apr-2020. From the supply release date, meter no. WLT095018 has been installed and continuing till date with OK running status. But during Oct-2019, wrongly meter no. LW406549 shown as meter replacement for which erroneous billing done in Oct-2019 with 6522 units considering IMR : 0 & CMR : 6523, thereafter provisional billing was done till Mar-2020. After detection of wrong billing, the OP has changed the meter no. from LW406549 to WLT095018 with CMR : 7714 in Apr-2020.
2. The complainant has not paid the monthly bill regularly for which the arrear was accumulated to ₹. 86,781.14p upto Feb-2024.
3. The OP has submitted that as the disputed billing period has not yet revised, it needs bill revision as per consumption of meter reading.
4. 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 from Oct-2019 to Apr-2020 are to be revised as per actual consumption of meter (meter no. WLT095018) by considering IMR: 6264 (Oct-2019) & FMR: 7714 (Apr-2020) under CI-155 & 157 of OERC Regulation 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 Sudarshan Khamari, At/Po-Dunguripali, Near Polica Station, Dist-Sonepur.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Binka.
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."