



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/ 429⁶

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/255/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Nandalal Padhan, For Sri Baban Padhan, At/Po-Lingmarni, Via-Dunguripali, Dist-Sonepur	915302131852	9668756991	
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 Nandalal Padhan

For the Respondent

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

Complaint Case No. BGR/255/2024

Sri Nandalal Padhan,
For Sri Baban Padhan,
At/Po-Lingmarni,
Via-Dunguripali,
Dist-Sonepur
Con. No. 915302131852

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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-Dom. consumer availing a CD of 1 KW. He has disputed the wrong & inflated bill raised from May-2021 to Oct-2023 as the same meter is running. 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 wrong & inflated bill from Apr-May/2021 to Oct-2023 as the meter is running. For that, the arrear has accumulated to ₹. 22,204.07p upto Feb.-2024. The complainant raised dispute against the said bill 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 the period from Apr-2019 to Feb-2024. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Nov-2018. The billing dispute raised by the complainant for the wrong billing from Apr-May/2021 to Oct-2023 is genuine. This has happened due to wrong meter status punched by the meter reader during that period. As the above-stated period bill has not revised, it needs bill revision.

CO-OPTED MEMBER

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 1 KW. . The consumer has availed power supply since 30th Nov. 2018 and the arrear outstanding upto Feb.-2024 is ₹. 22,204.07p. As complained by the complainant and submission of OP, it is observed by the Forum that,


1. The energy meter of the consumer with sl. No. 706955 has been installed since the date of power supply but during Apr-May/2021, provisional & average billing has done till Oct-2023. After detection, the OP has rectified the meter status with "O" code as IMR: 655 (Apr-May/2021) and CMR: 2678 (Nov-2023) as the same meter is functioning.
This is a case of wrong punching of meter status by the concerned meter reader during the month of Apr-May/2021 which has been rectified after two years. In result, the arrear has accumulated to ₹. 22,204.07p upto Feb.-2024. of The OP has rectified the meter reading but till date the disputed billing period has not been revised.
2. The OP has submitted that as the disputed bills were not yet revised, it needs bill revision as per consumption of meter.
3. On scrutiny of the documents, it is observed by the Forum that the bills raised during wrong meter reading 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.

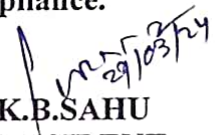
1. The energy bills raised to the consumer from Apr-May/2021 to Nov-2023 are to be revised as per actual consumption of the meter by considering IMR: 655 (Apr-May/2021) & FMR: 2678 (Nov-2023) under CI-155 & 157 of OERC Dist. Code 2019.
2. DPS is to be levied as per OERC Regulation.
3. All sundries and 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.PADHÉE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Nandalal Padhan, At/Po-Lingmarni, Via-Dunguripali, 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:Bhoynagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."