#### GRIEVANCE REDRESSAL FORUM, BOLANGIR

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Bench: Er. Kumuda Bandhu Sahu (President),

Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

REDRESS M

Memo No.GRF/BGR/Order/ 481(2)

Dated, the 30/03/20 24

Corum:

Er. Kumuda Bandhu Sahu Sri Prasanta Kumar Sahoo Sri Krupasindhu Padhee - President

- Member (Finance)

- Co-Opted Member

Name & Address   Consumer No   Contact No.	1	Case No.	Complaint Case No. BGR/259	/2024	At .			
Sri Debananda Padhan, For Smt. Puspanjali Padhan, Via-Dunguripali, Dist-Sonepur   Name   S.D.O (Elect.), TPWODL, Binka   Sonepur Electrical Division, TPWODE, Sonepur   Sonepur Electrical Division, TPWODE, Sonepur   Sonepur Electrical Division, TPWODE, Sonepur Division, TPWODE, Sonepur Electrical Division, TPWODE, Sonepur Division, TPWODE, Sonepur Division, TPWODE, Sonepur Division, TPWODE, Sonepur Division of Equipment & apparatus of Connection of Equipment & apparatus of Connection of Equipment & apparatus of Connection of Supply & GSOP   10. Quality of Supply & GSOP   11. Security Deposit / Interest   12. Shifting of Service Connection & equipments   14. Voltage Fluctuations   13. Transfer of Consumer Ownership   14. Voltage Fluctuations   14. Voltage Fluctuations   14. Voltage Fluctuations   14. Voltage Fluctuations   15. Deposit / Interest   15. Deposit / Interest	1 API							
Complainant/s   For Smt. Puspanjali Padhan, Via-Dunguripali, Dist-Sonepur	2							
Via-Dunguripali,   Dist-Sonepur					915302040720	0249709	/033	
Dist-Sonepur   Name   Division   S.D.O (Elect.), TPWODL, Binka   Sonepur Electrical Division   TPWODE, Sonepur   Sonepur Electrical Division   TPWODE, Sonepur   Sonepur Electrical Division   TPWODE, Sonepur   Sone	12				a Zinke Stiff for			
Respondent/s   S.D.O (Elect.), TPWODL, Binka   Sonepur Electrical Division TPWODE, Sofiepur,		The state of the s		The first	1.4 (1.4)	-		
S.D.O (Elect.), TPWODL, Binka   Sonepur Electrical Division, TPWODE, Softepur		The State of States						
Date of Application   19.03.2024   1. Agreement/Termination   2. Billing Disputes   3. Classification/Reclassification of Consumers   4. Contract Demand / Connected Load   Lo	3	Respondent/s		Sonepur Electrical Division				
I. Agreement/Termination   2. Billing Disputes   3. Classification/Reclassification of Consumers   4. Contract Demand / Connected Load   5. Disconnection   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   15. Others (Specify) −   14. Voltage Fluctuations   14. Voltage Fluctuations   15. Others (Specify) −   15. Others (Specify) −   16. OERC Distribution (Conditions of Supply) Code,2019; Clause(s)   155, 157   2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004   15. OERC Conduct of Business) Regulations,2004; Clause   15. OERC Conduct of Business) Regulations,2004; Clause   15. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004   15. Others   15. O	4	Date of Application						
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9. New Connection   10. Quality of Supply & GSOP   11. Security Deposit / Interest   12. Shifting of Service Connection & equipments   13. Transfer of Consumer Ownership   15. Others (Specify) −   14. Voltage Fluctuations   15. Others (Specify) −   16. Section(s) of Electricity Act, 2003 involved   17. OERC Regulation(s)   18. OERC Distribution (Conditions of Supply) Code, 2019;   Clause(s)   155, 157   15. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004   Clause   18. OERC Conduct of Business) Regulations, 2004; Clause   18. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004   Clause   19. Others   19. Order in favour of   19. Order in favour of   19. Order in favour of   19. Others			Reconnection of Supply					
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13. Transfer of Consumer Ownership   15. Others (Specify) -			11. Security Deposit / Interest					
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CO-OPTED MEMBER

MEMBER (Fin.)
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PRESIDENT

Place of Hearing:

Camp Court at Dunguripali

Appeared:

For the Complainant

-Sri Debananda Padhan

For the Respondent

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

#### Complaint Case No. BGR/259/2024

Sri Debananda Padhan, For Smt. Puspanjali Padhan, At/Po-Dunguripali, Dist-Sonepur Con. No. 915302040720

COMPLAINANT



-Versus-

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

OPPOSITE PARTY



#### ORDER (Dt.30.03.2024)

### HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 1 KW. He has disputed the average bill raised from Nov.-2021 to Jul.-2023 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: 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 average bills from Nov.-2021 to Jul.-2023 due to meter defective. For such, the arrear has been accumulated to ₹. 64,334.26p 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 record. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Aug-2017. The billing dispute raised by the complainant for the average billing from Nov-2021 to Jul-2023 is due to meter defective for that period. A new meter with sl. no. TPWODL1002479 has been installed on 21<sup>st</sup> May 2022 but due to protocol delay, it has been reflected in Aug-2023 with CMR: 5212, thereafter actual billing is going on. As the above-stated period bill was not revised and 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.)

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PRESIDENT

#### 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 11<sup>th</sup> Aug. 2017 and the arrear outstanding upto Feb-2024 is ₹. 64,334.26p. As complained by the complainant and submission of OP, it is observed by the Forum that,

Due to meter defective, the consumer was served with average bills from Nov-2021

to Jul-2023 resulting accumulation of arrear outstanding.

2. A new meter has been installed by OP with meter no.TPWODL1002479 on 21<sup>st</sup> May 2022 but due to delay in updation of meter protocol data, the KWH reading has been captured in Aug-2023 with CMR: 5212. Accordingly, delay meter updation revision has been done in Aug-2023 bill with credit of ₹. 5,191.83p.

3. The OP has submitted that as the disputed billing period has not yet revised, it needs

bill revision as per consumption of new meter.

4. On scrutiny of the documents, it is observed by the Forum that the bills raised during meter defective period needs bill revision under Cl-155 & 157 of OERC Regulation 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 Nov.-2021 to Apr-2022 are to be revised as per succeeding months average consumption of new meter by considering IMR: 0 (21.05.2022) & FMR: 5212 (Aug-2023) under Cl-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.ŠAHOO MEMBER (Fin.) K.B.SAHU PRESIDENT

Copy to: -

REDA

1. Sri Debananda Padhan, At/Po-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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."