



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/ 432⁽⁵⁾

Dated, the 29/02/2024

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/275/2024 | | |
| 2 | Complainant/s | Name & Address Sri Achyutananda Meher, For Smt. Tankabati Meher, At-Daitarimunda, Po-Khuntsamalei, Dist-Bolangir | Consumer No 912325061311 | Contact No. 9937226461 |
| 3 | Respondent/s | Name S.D.O (Elect.), TPWODL, Patnagarh | Division Titilagarh Electrical Division, TPWODL, Titilagarh | |
| 4 | Date of Application | 20.03.2024 | | |
| 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) <u>155, 157</u> 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 | 20.03.2024 | | |
| 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 Patnagarh

Appeared:

For the Complainant -Sri Achyutananda Meher
For the Respondent -Sri Debadatta Mahapatra, S.D.O (Elect.), Patnagarh

Complaint Case No. BGR/275/2024

Sri Achyutananda Meher,
For Smt. Tankabati Meher,
At-Daitarimunda,
Po-Khuntsamalei,
Dist-Bolangir
Con. No. 912325061311

- **COMPLAINANT**

-Versus-

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

- **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 average bill raised from Jan-2023 to Aug-2023 due to meter defective and wrong addition of ₹. 18,897.00p in Mar-2023 bill. 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: 20.03.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-III section of Patnagarh Sub-division. The consumer represented that he was served with average bills from Jan-2023 to Aug-2023 due to meter defective. Also, an amount of ₹. 18,897.00p has been added in the bill of Mar-2023 wrongly. For that, the arrear has been accumulated to ₹. 20,931.11p 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 Feb.-2020. The billing dispute raised by the complainant for the average billing from Jan-2023 to Aug-2023 was due to meter defective for that period. A new meter with sl. no. TWSP51031409 has been installed on 10th Sep.

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MEMBER (Fin.)

PRESIDENT

2023, thereafter actual billing was done. Regarding Sundry amount of ₹. 18,897.00p given in Mar-2023, there is no information with OP. As the above-stated period bill has not been 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 Feb. 2020 and the arrear outstanding upto Feb-2024 is ₹. 20,931.11p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Due to meter defective, the consumer was served with average bills from Jan-2023 to Aug-2023 resulting accumulation of arrear outstanding.
2. A new meter has been installed by OP with meter no. TWSP51031409 on 10th Sep. 2023. In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than eight months. Due to delay in installation of new meter, average billing was 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. Also, it is seen that there is no. of debit & credit sundries have given during Aug-2022 to Mar.-2023. Details are,

| DATE OF SUNDRY | DR. / CR. | SUNDRY AMT. (in ₹.) |
|----------------|-----------|---------------------|
| 10-08-2022 | DR | 18897.00 |
| 24-08-2022 | DR | 18897.00 |
| 09-02-2023 | CR | 18897.00 |
| 03-03-2023 | CR | 18897.00 |
| 24-03-2023 | DR | 18897.00 |

During the hearing process, the OP has admitted that there is no details available for such sundries. Hence, the Forum is of the opinion to withdraw debit sundry amount of ₹. 18,897/- given in 24th Mar. 2023.

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 Jan-2023 to Aug-2023 are to be revised as per succeeding six months average consumption of new meter by considering IMR: 0 (10.09.2023) & FMR of Mar-2024 under CI-155 & 157 of OERC Dist. Code 2019.
2. The debit sundry amount of ₹. 18,897/- given on 24th Mar. 2023 must be withdrawn.

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3. DPS is to be levied as per OERC Regulation.
4. 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 Achyutananda Meher, At-Daitarimunda, Po-Khuntsamalei, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Patnagarh.
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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."