



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/ 489⁵¹

Dated, the 30/03/2024

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/314/2024		
2	Complainant/s	Name & Address Sri Agni Kumar Barik, At/Po-Jharnipali, Via-Loisingha, Dist-Bolangir	Consumer No 911311100132	Contact No. 9938313173
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Loisingha	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	22.03.2024		
5	In the matter of-	1. Agreement/Termination	2. Billing Disputes	<input checked="" type="checkbox"/>
		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) 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	22.03.2024		
9	Date of Order	30.03.2024		
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/> Others
11	Details of Compensation awarded, if any.	Nil		

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Loisingha



Appeared:

For the Complainant -Sri Agni Kumar Barik
For the Respondent -Sri Abanikanta Maharana, S.D.O (Elect.), Loisingha

Complaint Case No. BGR/314/2024

Sri Agni Kumar Barik,
At/Po-Jharnipali,
Via-Loisingha,
Dist-Bolangir
Con. No. 911311100132

-

COMPLAINANT

-Versus-

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

-

OPPOSITE PARTY

ORDER
(Dt.30.03.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 0.01 KW. He has disputed about the average bills raised from Oct-Nov/2012 to Oct-Nov/2018. 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 : 22.03.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Loisingha section of Loisingha Sub-division. The consumer represented that he was served with average bills from Oct-Nov/2012 to Oct-Nov/2018 due to meter defective. For that, the arrear has accumulated to ₹. 17,173.39p 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 documents. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Aug-2010. The billing dispute raised by the complainant for the average billing from Oct-Nov/2012 to Oct-Nov/2018 is due to meter defective for that period. A new meter with sl. no. LW151571 has been installed on 26th Dec. 2018. As the above-stated period bill has not 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.

CO-OPTED MEMBER

MEMBER (Fin.)
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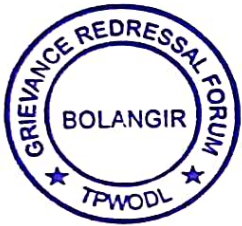
PRESIDENT



FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 0.01 KW. Initially the consumer has availed power supply under "KTJ" category and subsequently upgraded to "DOM" category w.e.f. Aug-Sep./2012. As per record, the consumer has availed power supply since 10th Aug. 2010 and the arrear outstanding upto Feb.-2024 is ₹. 17,173.39p. 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 Oct-Nov/2012 to Oct-Nov/2018 resulting accumulation of arrear outstanding.
2. A new meter has been installed by OP with meter no. LW151571 on 26th Dec. 2018 and 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 six 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. Based on the consumer complaint for revision of bill for the disputed period, it is observed that the present average consumption is more than the previous average billing. If bill revision will be initiated, additional bill will be added with the arrear outstanding and the consumer will not get any financial benefit from the bill revision. Rather, the complainant will be deprived from the bill revision and the purpose of the complainant will not be fulfilled. Hence, the Forum feels to drop the case.



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.

As there is no financial benefit to be made out of bill revision, the present case is dropped.

Case is disposed off accordingly.


K.S.PADHEE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Agni Kumar Barik, At/Po-Jharnipali, Via-Loisingha, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Loisingha.
3. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
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."