

GRIEVANCE REDRESSAL FORUM, BOLANGIR

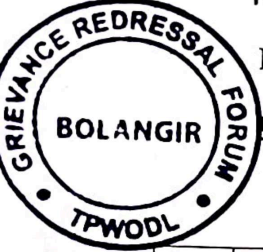
(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:-(06652) 235741

E-mail: grfwesco.bgr@rediffmail.com/ Grf.bolangir@tpwesternodisha.com

Bench: Er. Kumuda Bandhu Sahu (President),

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



Memo No.GRF/BGR/Order/ 188⁽⁵⁾

Dated, the 15/02/2024

Corum:

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

- President
- Member (Finance)
- Co-Opted Member

1	Case No.	Complaint Case No. BGR/37/2024		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Harekrushna Meher, For Sri Jugendra Meher, At-Nandul, Po-Mahakhand, Via-Bangomunda, Dist-Bolangir	912212070086	9938547317
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	10.01.2024		
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	10.01.2024		
9	Date of Order	15.02.2024		
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 Bangomunda

Appeared:

For the Complainant -Sri Harekrushna Meher
For the Respondent -Sri Jagannath Pati, S.D.O (Elect.), Kantabanji

Complaint Case No. BGR/37/2024

Sri Harekrushna Meher,
For Sri Jugendra Meher,
At-Nandul, Po-Mahakhand,
Via-Bangomunda, Dist-Bolangir
Con. No. 912212070086

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**



ORDER
(Dt.15.02.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 1 KW. He has disputed about the erroneous and average bills due to meter defective and raising of bills during transformer break down period from 2007 to 2010. 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: 10.01.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Turekela section of Kantabanji Sub-division. The consumer represented that he was served with average bills due to meter defective from Sep-2011 to Nov-2020. Also, bills were raised during transformer break-down period i.e. from the year 2007 to 2010. For that false bills, the arrear was accumulated to ₹. 59,837.09p upto Dec-2023. 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 billing abstract only. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Jun-2001. The billing dispute raised by the complainant for the erroneous & average billing from Sep-2011 to Nov-2020 was due to meter defective for that period. A new meter with sl. no. LW392036 has been installed on 09th Dec. 2020, thereafter actual billing is going on. Regarding transformer break-down period as complained by the consumer has no base as actual bills have generated during that period. As the above-stated average billing 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 29th Jun. 2001 and the arrear outstanding upto Dec-2023 is ₹. 59,837.09p. 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 Sep-2011 to Nov-2020 with meter no. 1706601 resulting accumulation of arrear outstanding. A new meter has been installed by OP with meter no. LW392036 on 09th Dec. 2020 and thereafter actual billing was done. In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than nine years. In the above case, due to delay in installation of new meter, average billing has been 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.
2. In regard to billing during transformer break down period from the year 2007 to 2010, it is observed from the billing statement that the consumer was billed on actual meter reading during the said period and the consumer was also made series of payments during that period which implies that the consumer availed power supply for the said period.
3. The arrear outstanding was accumulated due to irregular payment of monthly bill by the consumer.
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 and 157 of OERC Regulation 2019 to redress the consumer grievances.

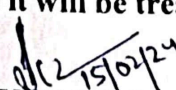
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

1. The energy bills raised to the consumer from Dec-2018 to Nov-2020 are to be revised as per succeeding six months average consumption of new meter by considering IMR: 0 (09.12.2020) & FMR: 288 (Jul-2021) 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 Harekrushna Meher, At-Nandul, Po-Mahakhand, Via-Bangomunda, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Kantabanji.
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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."