

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)

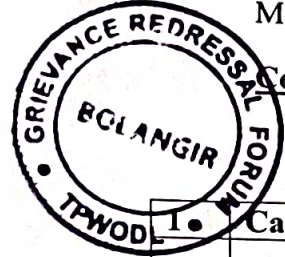
Memo No.GRF/BGR/Order/ 1905

Dated, the 15/02/2024

Forum:

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

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



1	Case No.	Complaint Case No. BGR/39/2024		
2	Complainant/s	Name & Address Sri Pabitra Kumar Dandasena, For Smt. Surabhi Dandasena, At-Gupteswar Nagar, Po/Dist-Bolangir	Consumer No 911112080563	Contact No. 9937731204
3	Respondent/s	Name S.D.O (Elect.), No. I, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	11.01.2024		
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	25.01.2024		
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: GRF, Bolangir

Appeared:

For the Complainant -Sri Pabitra Kumar Dandasena
For the Respondent -Miss. Reena Rani Sahoo, OAG-II (Auth. Representative)

Complaint Case No. BGR/39/2024

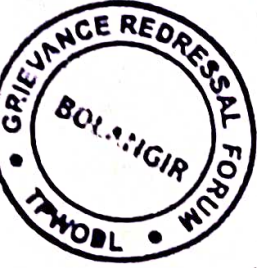
Sri Pabitra Kumar Dandasena,
For Smt. Surabhi Dandasena,
At-Gupteswar Nagar,
Po/Dist-Bolangir
Con. No. 911112080563

- COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division, No. I,
TPWODL, Bolangir

- OPPOSITE PARTY



**ORDER
(Dt.15.02.2024)**

HISTORY OF THE CASE

The Complainant is a LT-GPS. consumer availing a CD of 2 KW. He has disputed the average/Prov. bill raised from July-2020 to May-2023 due to meter stopped & house-lock reasons. Meter was replaced on Dt.20.06.2022 with Sl.No-TPWODL1019632 on Dt.20.06.2022 and reflected in billing from June-23. He has submitted his grievances for revision of Avg/Prov bills. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 25.01.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer of Section-II under Sub-division, No-I, Bolangir. The consumer represented that he was served with average bills from July-2020 to May-2023 though defective meter was replaced on Dt.20.06.2022 having Sl.No- TPWODL1019632. 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 relevant document. On defence, he intimated that the consumer is a LT-GPS consumer . The billing dispute raised by the complainant for the average billing from Jul-2020 to May-23 is due to meter defective for that period a new meter was replaced on Dt.20.06.2022 having Sl.No- TPWODL1019632, thereafter actual billing is going on from June-2023. 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.)

PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Com consumer with a CD of 2.0 KW. 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 July-2020 to May-2023 resulting accumulation of arrear.
2. A new meter has been installed by OP with meter Sl.No- TPWODL1019632 on Dt.20.06.22, thereafter actual billing has done from June-23. Accordingly, delay meter updation revision has been done in March-2023 with credit of Rs.28282.60ps.
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 CI-155 & 157 of OERC Distribution 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 July-2020 to April-2022 are to be revised as per succeeding month's average consumption of new meter by considering IMR '0' (IMR on dt.20.06.2022) and FMR '360' (CMR of June-2023), under CI-155 & 157 of OERC Distribution 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.PADHEE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Pabitra Kumar Dandasena, At-Gupteswar Nagar, Po/Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, No. 1, TPWODL, Bolangir.
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."