

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/ 219⁵¹

Dated, the 23/02/2024

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/60/2024			
2	Complainant/s	Name & Address Sri Gourahari Bagarty, At-Kansal, Po-Ghunsar, Dist-Bolangir	Consumer No 912422070778	Contact No. 9668428176	
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Saintala	Division Titilagarh Electrical Division, TPWODL, Titilagarh		
4	Date of Application	18.01.2024			
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	18.01.2024			
9	Date of Order	23.02.2024			
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 Belgaon

Appeared:

For the Complainant -Sri Gourahari Bagarty
For the Respondent -Sri Kailash Ch. Swain, DFM (Auth. Representative)

Complaint Case No. BGR/60/2024

Sri Gourahari Bagarty,
At-Kansal,
Po-Ghunsar,
Dist-Bolangir
Con. No. 912422070778

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY

**ORDER
(Dt.23.02.2024)**

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 0.5 KW. He has disputed about the accuracy of the present meter which has been installed on 25th Oct. 2023. He has submitted his grievances for replacement of meter and revision of bill. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED: 18.01.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Belgaon section of Saintala Sub-division. The consumer represented that the present meter installed during Oct-2023 is showing excess consumption than actual consumption. The complainant raised dispute about the accuracy of the present meter and requested before the Forum for replacement of meter and 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 Aug-2017. The billing dispute raised by the complainant about the accuracy of the present meter is not based on the facts as all the bills have raised on actual meter reading.

Considering the above, the OP requested before the Forum to reject the petition of the petitioner and pass order as deemed fit.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 0.5 KW. The consumer has availed power supply since 29th Aug. 2017 and the arrear outstanding upto Dec-2023 is ₹. 1,954.70p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer was billed on AVERAGE basis from Nov-2022 to Sep-2023 due to meter defective with meter no. 1369157 which was installed since the date of power supply.
2. A new meter has been installed by OP with meter no. TWSP51082100 on 25th Oct. 2023 and thereafter actual billing is going on. The consumer has disputed about the accuracy of the present meter and apprehended that the present meter is showing consumption than the actual consumption.
To resolve the issue, the Forum during the hearing process directed the OP to test the meter by the MMG team and report must be submitted within 15 days. The MMG Balangir team has inspected the meter on 10th Feb. 2024 and found that the meter is OK and accuracy is within limit.
From the above conclusion of MMG tam, it is concluded that the present meter sl. No. TWSP51082100 installed on 25th Oct. 2023 is running of.

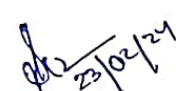
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

As the present meter accuracy is OK and error % is within limit, the petition of the petitioner is hereby rejected and directed the complainant to clear the arrear outstanding.

Case is disposed off accordingly.




K.S.PADHEE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Gourahari Bagarty, At-Kansal, Po-Ghunsar, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Saintala.
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."