



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/ 425⁶⁷

Dated, the 29/03/2024

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/84/2024 | | |
| 2 | Complainant/s | Name & Address Sri Sarat Bhati, At-Bramhanipali, Po-Rajendra College, Dist-Bolangir | Consumer No 911225041211 | Contact No. 6371365537 |
| 3 | Respondent/s | Name S.D.O (Elect.), No. II, TPWODL, Bolangir | Division Bolangir Electrical Division, TPWODL, Bolangir | |
| 4 | Date of Application | 29.01.2024 | | |
| 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 | 22.02.2024 | 14.03.2024 | |
| 9 | Date of Order | 29.03.2024 | | |
| 10 | Order in favour of | Complainant | <input checked="" type="checkbox"/> 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
For the Respondent

-Sri Sarat Bhati
-Smt. Sita Rani Seth, Jr. Accountant (Auth. Representative)

Complaint Case No. BGR/84/2024

Sri Sarat Bhati,
At-Bramhanipali,
Po-Rajendra College,
Dist-Bolangir
Con. No. 911225041211

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY

ORDER
(Dt.29.03.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 1.5 KW. He has disputed abnormally high billing of 10927 units in the month of Jan-Feb'2015 and subsequent average bills raised from Mar-Apr'2015 to March-2019 due to negative readings. 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 : 04.12.2023

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under village Brahmanipali of Sub-division No-II, Bolangir. The consumer represented that he was served abnormally high billing of 10927 units in the month of Jan-Feb-15 and subsequent average bills raised from Mar-Apr-15 to March-19 due to negative readings. For such, the arrear has accumulated to ₹.80673 as on Jan-24. 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 relevant document. She intimated that the consumer is a LT-Dom consumer availing power supply since Jul-2012. The billing dispute raised by the complainant for the average billing is due to defective meter Furthermore billing of 10927 units in Feb-15 is due to wrong meter reading. A new meter with sl. no. LW098856 has been installed in Apr-19, thereafter actual billing is going on. 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.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1.5KW. The consumer has availed power supply since 09th Jul-2012. 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 raised from Apr-15 to March-19 with meter no.23643 resulting accumulation of arrear outstanding. Furthermore, billing of 10927 units in Feb-15 is due to wrong meter reading
2. A new meter has been installed by OP with meter no. LW098856 in Apr-19, thereafter actual billing was done.
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 Jan-Feb-15 to March-19 are to be revised as per succeeding six months average consumption of new meter by considering IMR: 105 in May-19 & FMR: 289 in Oct-2019 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 Sarat Bhati, At-Bramhanipali, Po-Rajendra College, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, 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."