



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/ 632^{CS}

Dated, the 11/06/2024

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/391/2024		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Champeswar Chhatria, For Sri Parameswar Chhatria, At-Bharuapali, Po-Sarmuhan, Via-Belpada, Dist-Bolangir	912001023415	7397110735
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	03.06.2024		
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) 155, 157		
		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	03.06.2024		
9	Date of Order	11.06.2024		
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>
11	Details of Compensation awarded, if any.	Nil		

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Kanut

Appeared:

For the Complainant -Sri Champeswar Chhatria
For the Respondent -Sri Kailash Ch. Swain, DFM, TED, Titilagarh (Auth. Rep.)

Complaint Case No. BGR/391/2024

Sri Champeswar Chhatria,
For Sri Parameswar Chhatra,
At-Bharuapali,
Po-Sarmuhan,
Via-Belpada,
Dist-Bolangir
Con. No. 912001023415

COMPLAINANT

-Versus-

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

OPPOSITE PARTY



ORDER
(Dt.11.06.2024)

HISTORY OF THE CASE

The Complainant is a LT-Lift Irr. consumer availing a CD of 2.5 KW. He has disputed about the erroneous and inflated bill raised in Nov-2023 with 5875 units. 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 : 03.06.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Belapada section of Patnagarh Sub-division. The consumer represented that he was served with erroneous & inflated bill from Nov-2023 with 5875 units though meter has been replaced in 28th Nov. 2023. Thereafter, the monthly bill has no dispute. For that erroneous bills, the arrear has accumulated to ₹. 24,844.75p upto Apr.-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 records. On defence, he intimated that the consumer is a LT-Lift Irr. consumer availing power supply since Mar-2018. The billing dispute raised by the complainant for the erroneous billing during Nov-2023 needs bill revision as per consumption of new meter.

Considering the above, the OP requested before the Forum to 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-Lift Irr. consumer with a CD of 2.5 KW. The consumer has availed power supply since 20th Mar. 2018 and the arrear outstanding upto Apr.-2024 is ₹. 24,844.75p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Due to erroneous billing during Nov-2023, the consumer was billed with 5875 units with CMR : 73. From the billing ledger, it is found that a new meter with sl. No. 10052940 has been installed on 28th Nov. 2023 and is continuing till date. The complainant represented the same and requested for as suitable bill revision.
2. The OP agreed with the complaint and agreed for bill revision as per consumption of new meter.
3. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹. 24,844.75p upto Apr.-2024.
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 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 for the month of Nov-2023 is to be revised as per succeeding six months average consumption of new meter by considering IMR: 0 (28.11.2023) & FMR: 2928 (May-2024) 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 Champeswar Chhatra, At-Bharuapali, Po-Sarmuhan, Via-Belpada, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Patnagarh.
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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."