



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/ 637

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/396/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Prasanna Khamari, For Sri Hadu Khamari, At/Po-Dhumabhata, P.S-Belpada, Dist-Bolangir		912313050468	8260324936
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	<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) 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	Others
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 Prasanna Khamari
For the Respondent -Sri Kailash Ch. Swain, DFM, TED, Titilagarh (Auth. Rep.)

Complaint Case No. BGR/396/2024

Sri Prasanna Khamari,
For Sri Hadu Khamari,
At/Po-Dhumabhata,
P.S-Belpada,
Dist-Bolangir
Con. No. 912313050468

- **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-Dom. consumer availing a CD of 1 KW. He has disputed the average bill raised from Feb-Mar/2015 to Sep-2023 due to meter defective. 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 Belpada section of Patnagarh Sub-division. The consumer represented that he was served with average bills from Feb-2011 to Jul-2022 due to meter defective. For such, the arrear has accumulated to ₹. 73,288.05p 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 record. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Mar.-2008. The billing dispute raised by the complainant for the average billing from Feb-2011 to Jul-2022 is due to meter defective for that period. A new meter with sl. no. WLT247372 has been installed on 02nd Oct. 2021 but due to protocol delay, it has been reflected in Aug-2022 with CMR : 1320, thereafter actual billing is going on. 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-Dom. consumer with a CD of 1.7 KW. The consumer has availed power supply since 14th Mar. 2008 and the arrear outstanding upto Apr-2024 is ₹. 73,288.05p. 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 Feb-2011 to Jul-2022 resulting accumulation of arrear outstanding.
2. A new meter has been installed by OP with meter no. WLT247372 on 02nd Oct. 2021 but due to delay in updation of meter protocol data, the KWH reading has been captured in Aug.-2022 with CMR : 1320. Accordingly, delay meter updation revision has been done with credit of ₹. 507.56p for the period 02nd Oct. 2021 to 25th Aug. 2022 and reflected in the bill of Jul-2022 (served in Aug.-2022).
3. In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than ten years. Due to delay in installation of new meter, average billing has 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.
4. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹. 73,288.05 upto Apr.-2024.
5. The OP has submitted that as the disputed billing period has not yet revised, it needs bill revision as per consumption of new meter.
6. 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 Dist. (Conditions of Supply) Code 2019 to redress the consumer grievances. However, during the course of hearing, the OP has agreed with the billing complaints and initiated bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill was recalculated with the consumption and an amount of ₹. 22,488.49p is to be withdrawn from the arrear outstanding.

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.

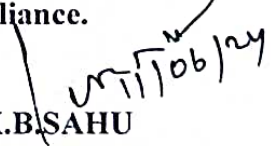
The OP has re-calculated the bill and the petitioner was convinced with the proposed withdrawal amount of ₹. 22,488.49p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.

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 Prasanna Khamari, At/Po-Dhumabhata, P.S-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."