



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/ 699^B

Dated, the 15/07/2024

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/437/2024 | | |
| 2 | Complainant/s | Name & Address Sri Bramha Sahu, At-Asurmunda, Po-Lachhipur, Dist-Sonepur | Consumer No 911313130133 | Contact No. 8658973552 |
| 3 | Respondent/s | Name S.D.O (Elect.), TPWODL, Loisingha | Division Bolangir Electrical Division, TPWODL, Bolangir | |
| 4 | Date of Application | 05.07.2024 | | |
| 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 | 05.07.2024 | | |
| 9 | Date of Order | 15.07.2024 | | |
| 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: Camp Court at Lachhipur

Appeared:

For the Complainant -Sri Bramha Sahu

For the Respondent -Sri Kshirodra Kumar Meher, OAG-II (Representative)

Complaint Case No. BGR/437/2024

Sri Bramha Sahu,
At-Asurmunda,
Po-Lachhipur,
Dist-Sonepur
Con. No. 911313130133

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY



ORDER
(Dt.15.07.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 1 KW. The complainant represented that he was served with inflated bill with 8779 units in Oct-2022. For that erroneous bill, the arrear has accumulated to ₹ 51,897.40p upto May-2024. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 05.07.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-Salebhata Section of Loisingha Sub-division. The complainant represented that he was served with erroneous bill in Oct-2022 with 8779 units. For that, the arrear has accumulated to ₹ 51,897.40p upto May-2024. The complainant raised dispute against the said period and requested before the Forum for suitable revision of bill.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant documents. On defence, he intimated that the consumer is a LT-Dom consumer availing power supply since Jan.-2013. The billing dispute raised by the complainant for the inflated billing done in the month of Oct.-2022 with 8779 units and in the subsequent month i.e. Nov.-2022 provisional billing has done and subsequently the said meter has been replaced in Dec-2022.

CO-OPTED MEMBER

MEMBER (Fin.)
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PRESIDENT

Considering the above, the OP requested before the Forum for revision of previous disputed bills and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

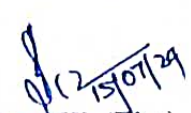
The consumer is a LT-Dom. consumer with a CD of 1 KW. The consumer has availed power supply since 11th Jan. 2013 and the arrear outstanding upto May-2024 is ₹ 51,897.40p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As per billing abstract supported with FG billing, the consumer was billed erroneously with 8779 units in Oct-2022 and in the next month, provisional billing has done. In the next month, the said meter with sl. No. LW207344 was became defective. The OP has been replaced the defective meter with a new meter with meter no. 300045588 on 27th Dec. 2022, thereafter actual billing is going on. There is no meter photo is available with FG and also the OP is unable to produce the old meter details / meter replacement report. It is seen that after meter replacement, the monthly consumption is abnormally less. The consumption pattern has been reviewed of the new meter Vs old meter. For confirmation about supply system and connected load and low consumption, the Forum directed the concerned ESO / AOT to verify the consumer premises and to submit a PVR before the Forum. The concerned ESO / AOT has made physical inspection immediately and produced PVR before the Forum and certified that the meter & metering arrangement is intact and there is no theft of energy. Also, the connected load is 217 watt against CD of 1 KW. The PVR dated 09th July 2024 has taken into record.
2. In this regard, the consumption of Oct-2022 though generated on actual basis but the meter accuracy is in doubt, hence the Forum declares the meter (sl. No. : LW207344) is defective and to be revised as per consumption of new meter. Hence, the billing of Oct.-2022 though generated on actual basis but it is erroneous and needs revision as per consumption of new meter.
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. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹ 51,897.40p upto May-2024.
5. The OP intimated that a bill revision was done earlier and withdrawn ₹ 15,451.81p and reflected in the bill of Oct-2022 which must be taken into consideration.
6. The OP has admitted with the billing dispute for the above-said period. During the course of hearing, the OP initiated bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has been recalculated with the consumption and a net amount of ₹. 47,689.91p (₹ 63,141.72p - ₹ 15,451.81p) 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 agreed with the billing dispute and initiated bill revision on spot and the petitioner was convinced with the proposed withdrawal amount of ₹ 47,689.91p (₹ 63,141.72p - ₹ 15,451.81p). Hence, the Forum directed the OP to carry-out the revision proposal which must be reflected in the next bill.


CO-OPTED MEMBER


MEMBER (Fin.)

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PRESIDENT



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.



[Signature]
K.S.PADHEE
CO-OPTED MEMBER

[Signature]
012/15/07/24
P.K.SAHOO
MEMBER (Fin.)

[Signature]
15/07/24
K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Bramha Sahu, At-Asurmunda, Po-Lachhipur, Dist-Sonepur.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Loisingha.
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."