



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/ 700

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/438/2024		
2	Complainant/s	Name & Address Sri Srikanta Panda, For Sri Nilakanta Panda, At/Po-Darlipali, Via-Jogimunda, Dist-Bolangir	Consumer No 912314020860	Contact No. 9777708195
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	09.07.2024		
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	09.07.2024		
9	Date of Order	15.07.2024		
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 Khaprakhhol

Appeared:

For the Complainant -Sri Srikanta Panda
For the Respondent -Sri Debadatta Mahapatra, S.D.O (Elect.), Patnagarh

Complaint Case No. BGR/438/2024

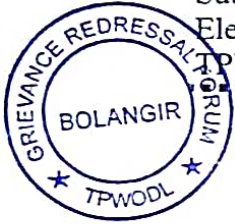
Sri Srikanta Panda,
For Sri Nilakantha Panda,
At/Po-Darlipali,
Via-Jogimunda,
Dist-Bolangir
Con. No. 912314020860

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY



ORDER
(Dt.15.07.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 0.5 KW. He has disputed the inflated bill raised in Dec.-2022 with 5750 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 : 09.07.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Khaprakhhol Section of Patnagarh Sub-division. The consumer represented that he was served with inflated bill in Dec.-2022 with 5750 units. For that, the arrear was accumulated to ₹. 34,583.29p upto Jun.-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 with relevant documents. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Sep.-2011. The billing dispute raised by the complainant for the inflated billing done in the month of Dec.-2022 with 5750 units due to suppressed reading detection. In the said case, average billing was done from Oct-2021 to Nov-2022 and again from Feb.-2023 to Jan.-2024. A new meter has been installed on 13th Sep.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

2023 with meter no. TWSP51047658. But due to protocol delay, it has been reflected in Feb.-2024 with CMR : 632. A bill revision has been done and withdrawn ₹ 7,265.82p for delay meter updation in Mar.-2023.

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

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 22nd Sep. 2011 and the arrear outstanding upto Jun.-2024 is ₹. 34,583.29p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. An inflated bill was raised in Dec.-2022 with 5750 units which is disputed by the consumer. The OP stated that the additional bill was raised due to suppressed meter reading by the concerned meter reader in the preceding month. From the billing ledger, the Forum observed that average billing was done from Oct-2021 to Nov.-2022 with meter no. WESCO9054044. The billing of Dec.-2022 was raised on actual basis again average billing was served Feb-2023 to Jan.-2024 as the same meter was defective. The OP stated that the additional bill has been raised from the back-end office of the licensee with documents. For that, the Forum directed the OP to submit the meter photo with meter reading of Dec.-2022 and other supported documents. In reply dated 10th Jul. 2024, the OP only submitted a excel sheet of meter readings and admitted that there is no meter photo available.
2. From the above, it is evident that the OP has no sufficient record for such additional bill. Also, the same meter was defective from Oct-2021 to Nov.-2022 and again from Feb.-2023 to Jan. 2024. Hence, the Forum declared the meter with sl. No. WESCO9054044 as defective and needs bill revision as per consumption of new meter.
3. A new meter has been installed by OP with meter no. TWSP51047658 on 13th Sep. 2023 but due to delay in updation of meter protocol data, the KWH reading has been captured in Feb.-2024 with CMR : 632. Accordingly, delay meter updation revision has been done with credit of ₹. 7,265.82p and reflected in the bill of Feb.-2024 (served in Mar.-2024).
4. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹. 34,583.29 upto Jun.-2024.
5. During the course of hearing, the OP has agreed with the billing complaints and initiate the bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has been recasted from the date of meter installation to meter replacement with the consumption and a net amount of ₹. 21,454.71p (₹ 29,122.95p - ₹ 7,668.25p) 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 revised the energy bill and the petitioner was convinced with the proposed withdrawal amount of ₹. 21,454.71p (₹ 29,122.95p - ₹ 7,668.25p). Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.



CO-OPTED MEMBER

MEMBER (Fin.)

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.


K.S.PADHEE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT



Copy to: -

1. Sri Srikanta Panda, At/Po-Darlipali, Via-Jogimunda, 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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."