



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/ 701

Dated, the 15/07/2024

Corum: Er. Kumuda Bandhu Sahu
Sri Prasanta Kumar Sahoo
Sri Krupasindhu Padhee

- President
- Member (Finance)
- Co-Opted Member

1	Case No.	Complaint Case No. BGR/439/2024		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Sairam Naik, For Sri Kasta Naik, At/Po-Dhandamunda, P.S-Khaprakhol, Dist-Bolangir	912314070291	9777429788
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) <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	09.07.2024		
9	Date of Order	15.07.2024		
10	Order in favour of	Complainant	√	Respondent
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 Sairam Naik

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

Complaint Case No. BGR/439/2024

Sri Sairam Naik,
For Sri Kasta Naik,
At/Po-Dhandamunda,
P.S-Khaprakhhol,
Dist-Bolangir
Con. No. 912314070291

- 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 1.7 KW. He has disputed the additional bill of ₹ 18,127. 39p raised in Jul-2023. 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 additional bill of ₹ 18,127.39p in Jul-2023 bill. For that, the arrear has accumulated to ₹. 20,751.64p 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 record. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Jun.-2005. The billing dispute raised by the complainant for the additional bill of ₹ 18,127.39p raised as per meter reading available with the meter. The said meter with sl. No. WLT26226 has been installed on 07th Dec. 2021 and is continuing till date with CMR : 5323 (Jan-2024), thereafter provisional billing is going on.

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-Dom. consumer with a CD of 1.7 KW. The consumer has availed power supply since 10th Jun. 2005 and the arrear outstanding upto Jun.-2024 is ₹. 20,751.64p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The complainant has disputed about the additional bill of ₹ 18,127.39p raised in the bill of Jul-2023 served in Aug-2023. The OP submitted that the said bill is genuine and has raised as per available meter reading in that month.
2. From the billing ledger, it is found that the said meter having sl. No. WLT26226 has been installed on 07th Dec. 2021 and is continuing till date. The concerned ESO has certified in the PVR dated 10th Aug. 2023 that CMR on 10.08.2023 is 4149 and the meter status is OK.
Also, it is observed that though the meter has been replaced on 07th Dec. 2021 but due to protocol delay, the meter number has been captured in Mar-2022 with CMR : 8132 (reading of previous meter). Again in Aug-2023, based on **CMR : 4611**, additional bill has raised which is not based on actual facts as because the **CMR on 10.08.2023 is 4149** according to the report of ESO dated 10.08.2023.
3. Considering above, there is error in billing and needs bill revision as per CI--155 & 157 of OERC Dist. (Conditions of Supply) Code 2019 to redress the consumer grievance.
4. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹. 20,751.64p upto Jun.-2024.



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 monthly energy bill raised from Dec-2021 to Aug-2023 are to be revised considering IMR-0 (07.12.2021) and FMR : 4611 (10.08.2023) under CI-155 & 157 of OERC Regulation 2019. The additional bill of ₹ 18,127.39p raised in the bill of Jul-2023 is to be withdrawn.
2. The energy bill after Aug-2023 is to be revised as per actual meter reading available in the meter. If the meter founds defective, a new meter is to be installed and revision to be made considering succeeding six months average consumption of new meter.
3. DPS is to be levied as per OERC Regulation.
4. 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 Sairam Naik, At/Po-Dhandamunda, P.S-Khaprakhoh, 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."