



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/ 666/24

Dated, the 24/06/2024

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/412/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Debendra Kumar Sahu, For Sri Rajib Sahu, At-Chaukamal, Po-Mahada, Via-Binka, Dist-Sonepur	915304110050	9348617445	
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Binka	Division Sonepur Electrical Division, TPWODL, Sonepur		
4	Date of Application	19.06.2024			
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	19.06.2024			
9	Date of Order	24.06.2024			
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 Binka

Appeared:

For the Complainant -Sri Debendra Kumar Sahu
For the Respondent -Sri Jagannath Pati, S.D.O (Elect.), Kantabanji

Complaint Case No. BGR/412/2024

Sri Debendra Kumar Sahu,
For Sri Rajib Sahu,
At-Chaukamal,
Po-Mahada,
Dist-Sonepur
Con. No. 915304110050

COMPLAINANT

-Versus-

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

OPPOSITE PARTY



ORDER
(Dt.24.06.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 4 KW. He has disputed about the average bills raised from Jan-Feb/2001 to Feb.-2011 due to meter defective. The defective meter was replaced during Mar.-2011. Again, provisional & average bill was raised from Apr-May/2013 to Dec-2022 but the bills has not yet been revised. 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 : 19.06.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-Mahadevpalli Section of Binka Sub-division. The consumer represented that he was served with average bills from Jan-Feb./2001 to Feb.-2011 due to meter defective. Also, provisional & average bills were raised from Apr-May/2013 to Dec-2022. For that, the arrear has been accumulated to ₹. 1,90,650.17p 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-Domestic consumer availing power supply prior to Apr-1999. The billing dispute raised by the complainant for the average billing for two different period,

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MEMBER (Fin.)

PRESIDENT

- a) From Jan-Feb./2001 to Feb.-2011
 - b) From Apr-May/2013 to Dec.-2022
- Average bill was raised due to meter defective for that period. 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.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 4 KW. The consumer has availed power supply prior to Apr-1999 and the arrear outstanding upto May-2024 is ₹. 1,90,650.17p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Due to meter defective with meter no. WESCO9513, the consumer was served with average bills from Jan-Feb/2001 to Feb-2011 resulting accumulation of arrear outstanding. A new meter has been installed by OP with meter no. 359673 during Mar-2011. Thereafter, actual billing was done. 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.

The OP has submitted that as the disputed billing period has not yet revised, it needs bill revision as per consumption of new meter.

During the course of hearing, the OP has agreed with the billing complaints and initiated the bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has recasted with the consumption and a net amount of ₹. 25,065.95p is to be withdrawn from the arrear outstanding.

2. Also, due to meter defective with meter no. 359673, the consumer was served with average bills from Apr-May/2013 to Dec-2022 resulting accumulation of arrear outstanding. A new meter was installed by OP with meter no. LW543728 on 04th Mar. 2021 but still average billing was continued. Again, a new meter has been installed with meter no. 300039718 on 13th Oct. 2022. Thereafter, actual billing is going on but due to delay in updation of meter protocol data, the KWH has been reflected with CMR : 519 during Jan-2023. A bill revision was done on Dec-2022 with a credit of ₹ 2,989.87p for the period Oct-2022 to Dec-2022. As pointed-out earlier, it is surprised that the OP has allowed the consumer to continue with defective meter for more than nine 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.

The OP has submitted that as the disputed billing period has not yet revised, it needs bill revision as per consumption of new meter.

During the course of hearing, the OP has agreed with the billing complaints and initiated the bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has recasted with the consumption and a net amount of ₹. 86,203.75p is to be withdrawn from the arrear outstanding.

3. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹. 1,90,650.17p upto May-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.

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MEMBER (Fin.)

PRESIDENT

The OP has agreed with the billing dispute and revised the bill on spot and the petitioner has convinced with the proposed total withdrawal amount of ₹. 1,11,269.70p (₹ 25,065.95p + ₹ 86,203.75p). 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 Debendra Kumar Sahu, At-Chaukamal, Po-Mahada, Via-Binka, Dist-Sonepur.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Binka.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
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."