

# 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/ 747

Dated, the 30/07/2024

Corum:

Er. Kumuda Bandhu Sahu

Sri Prasanta Kumar Sahoo

PresidentMember (Finance)

Sri Krupasindhu Padhee

Co-Opted Member

	T			Y-			
1	Case No.	100011012011					
	Complainant/s	Name & Address		Consumer No	Consumer No Contact No.		
2		Sri Jaya Kishor Kumar,		911125050725 7735070799		0799	
		At-Laltikra,					
		Po/Dist-Bolangir					
	Respondent/s	Name S.D.O (Elect.), No. I, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir			
3							
4	Data of Applicati	20.04.2021					
4	Date of Application	20.06.2024					
5	In the matter of-	1. Agreement/Termination	2. Billin	ing Disputes   √		1	
		3. Classification/Reclassi-	4. Cont	4. Contract Demand / Connected			
		fication of Consumers		Load			
		5. Disconnection /		6. Installation of Equipment &			
		Reconnection of Supply 7. Interruptions		apparatus of Consumer			
		9. New Connection		8. Metering 10. Quality of Supply & GSOP			
		121 7 11		ing of Service Connection &			
		equi		pments			
		13. Transfer of Consumer		14. Voltage Fluctuations			
		Ownership 15 Out (C)					
		15. Others (Specify) –					
6	Section(s) of Electricity Act, 2003 involved						
7	OERC Regulation(s) 1. OERC Distribution (Conditions of Supply) Code,2019; with Clauses 155, 108(y)						
		<ol> <li>OERC Distribution (Licensee's Standard of Performance) Regulations, 20 Clause</li> <li>OERC Conduct of Business) Regulations, 2004; Clause</li> </ol>					
	4. Odisha Grid Code (OGC) Regulation, 2006; Clause						
	5. OERC (Terms and Conditions for Determination of Tariff) Regulation					2004	
		Clause					
		6. Others					
8	Date(s) of Hearing	11.07.2024					
9	Date of Order	30.07.2024					
10	Order in favour of	Complainant   √ Respondent   Others					
11	Details of Compensation Nil						
	awarded, if any.						

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing:

GRF, Bolangir

Appeared:

For the Complainant

-Sri Jaya Kishor Kumar

For the Respondent

-Sri Swadhin Sahu, OAG-II (Authorised Representative)

## Complaint Case No. BGR/413/2024

Sri Jaya Kishor Kumar,

COMPLAINANT

At-Laltikra, Po/Dist-Bolangir

Con. No. 911125050725

-Versus-

Sub-Divisional Officer,

OPPOSITE PARTY

Electrical Sub-Division, No. I,

TPWODL, Bolangir

BOLANGIR

ORDER (Dt.30.07.2024)

#### **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 abnormal & inflated bill from the installation of new meter i.e. from Jan.-2024. For that inflated bills, the arrear has accumulated to ₹ 20,540.06p upto Jun.-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: 30.07.2024**

### SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-III of Balangir-I Sub-division. The consumer represented that he was served with abnormal & inflated bills from Jan.-2024 after installation of new meter. For that, the arrear has accumulated to ₹ 20,540.06p upto Jun.-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 Oct.-2014. The billing dispute raised by the complainant for the inflated billing from Jan.-2024 is not a genuine dispute as all bills were raised on actual meter reading basis. Hence, the petition of the complainant should be rejected.

Considering the above, the OP requested before the Forum to 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 11<sup>th</sup> Oct. 2014 and the arrear outstanding upto Jun.-2024 is ₹ 20,540.06p. As complained by the complainant and submission of OP, it is observed by the Forum that,

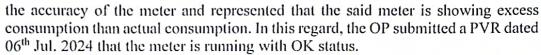
1. The energy meter of the consumer has been replaced with a new meter on 23<sup>rd</sup> Jan. 2024 with meter sl. no. TWSP51031931, make: HPL. The consumer was disputed

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT

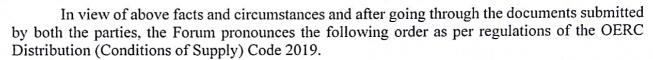


2. Against that, the complainant was not agreed with the PVR and challenged the meter accuracy. In response to that, the Forum directed the complainant to deposit the required meter testing fees with the licensee within seven days and directed the OP to test the meter by the MMG team at the earliest with submission of detailed report to the Forum. Accordingly, the complainant deposited the required testing fees of ₹ 500/- + GST @ 18% totalling ₹ 590/- on dated 11<sup>th</sup> Jul. 2024 vide receipt no. 4474101107240202001. The MMG team was tested the meter on 26<sup>th</sup> Jul. 2024 and submitted the report. The abstract of the PVR is,

"During testing, meter accuracy found out of limit (21.4%)" and declared the present meter vide sl. no. TWSP51031931, make: HPL is a defective one.

The meter test conducted by MMG team and report generated on 26<sup>th</sup> Jul. 2024 was taken into record.

Hence, it is concluded that the present meter i.e. meter no. TWSP51031931 is a defective one and needs to be replaced with a new one. Accordingly, the bills raised with the said meter from 23<sup>rd</sup> Jan. 2024 to till the date of meter replacement needs to be revised under Cl-155 of OERC Distribution Code-2019 to redress the consumer grievances.



- 1. A new meter is to be installed immediately to ascertain actual consumption as well as proper billing.
- 2. Based on succeeding six months average consumption of new meter to be installed, the energy bill of the consumer must be revised from 23<sup>rd</sup> Jan. 2024 to till the date of new meter installation under Cl-155 of OERC Regulation Code 2019.
- 3. DPS is to be levied as per OERC Regulation.
- 4. The meter testing fees deposited by the consumer dated 11<sup>th</sup> Jul. 2024 must be adjusted against the energy bill deducting SGST & CGST as per Cl-108 (v) of OERC Regulation Code 2019.
- 5. 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 seven months after receipt of GRF order otherwise it will be treated as non-compliance.

CO-OPTED MEMBER

P.K.ŠAHOO MEMBER (Fin.) KB.SAHU PRESIDENT

Copy to: -

3.

BOLANGIR

- 1. Sri Jaya Kishor Kumar, At-Laltikra, Po/Dist-Bolangir.
- 2. Sub-Divisional Officer, Electrical Sub-Division, No. I, TPWODL, Bolangir.
- 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."