



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/ 747

Dated, the 30/07/2024

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/413/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Jaya Kishor Kumar, At-Laltikra, Po/Dist-Bolangir	911125050725	7735070799	
3	Respondent/s	Name	Division		
		S.D.O (Elect.), No. I, TPWODL, Bolangir	Bolangir Electrical Division, TPWODL, Bolangir		
4	Date of Application	20.06.2024			
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, 108(v)			
		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	11.07.2024			
9	Date of Order	30.07.2024			
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: 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,
At-Laltikra,
Po/Dist-Bolangir
Con. No. 911125050725

- COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division, No. I,
TPWODL, Bolangir

- OPPOSITE PARTY

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 11th 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 23rd Jan. 2024 with meter sl. no. TWSP51031931, make : HPL. The consumer was disputed

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

the accuracy of the meter and represented that the said meter is showing excess consumption than actual consumption. In this regard, the OP submitted a PVR dated 06th Jul. 2024 that the meter is running with OK status.

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 11th Jul. 2024 vide receipt no. 4474101107240202001. The MMG team was tested the meter on 26th 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 26th Jul. 2024 was taken into record.

3. 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 23rd Jan. 2024 to till the date of meter replacement needs to be revised under CI-155 of OERC Distribution Code-2019 to redress the consumer grievances.




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. 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 23rd Jan. 2024 to till the date of new meter installation under CI-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 11th Jul. 2024 must be adjusted against the energy bill deducting SGST & CGST as per CI-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.


K.S.PADHEE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

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.”