



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/ 667^{CS}

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/415/2024					
2	Complainant/s	Name & Address	Consumer No	Contact No.			
		Sri Jhekru Sahu, At-Harbhanga, Po-Mursund, Via-Loisingha, Dist-Bolangir	911313031461	768012529			
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Loisingha	Division Bolangir Electrical Division, TPWODL, Bolangir				
4	Date of Application	21.06.2024					
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) <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	21.06.2024					
9	Date of Order	24.06.2024					
10	Order in favour of	Complainant	√	Respondent		Others	
11	Details of Compensation awarded, if any.	Nil					

[Signature]
CO-OPTED MEMBER

[Signature]
MEMBER (Fin.)

[Signature]
PRESIDENT

Place of Hearing: Camp Court at Salebhata

Appeared:

For the Complainant –Sri Jhekru Sahu
For the Respondent –Sri Abanikanta Maharana, S.D.O (Elect.), Loisingha

Complaint Case No. BGR/415/2024

Sri Jhekru Sahu,
At-Harbhanga, Po-Mursund,
Via-Loisingha, Dist-Bolangir
Con. No. 911313031461

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

ORDER
(Dt.24.06.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 0.1KW. The complainant represented that he was served with average bills due to meter defective from Sep-2023 to Apr-2024. For such average bills, the arrear has been accumulated to ₹. 24,936.62p upto May-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 : 21.06.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-Salebhata Section of Loisingha Sub-division. The consumer represented that he was served with average bills from Sep-2023 to Apr-2024 due to meter defective. For that, the arrear has been accumulated to ₹. 24,936.62p 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-Dom consumer availing power supply since Nov-2015. The billing dispute raised by the complainant for the average billing from Sep-2023 to Apr-2024 was due to meter defective during that period. A new meter with sl. no. TWST1730908 has been installed on 24th Apr. 2024, thereafter actual billing is going on. As the above-stated average billing 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.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 0.1 KW. The consumer has availed power supply since 09th Nov. 2015 and the arrear outstanding upto May-2024 is ₹. 24,936.62p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Due to meter defective of the existing meter with meter no. WHL031658, the consumer was served with average bills from Sep-2023 to Apr-2024 resulting accumulation of arrear outstanding.
2. A new meter has been installed by OP with meter no. TWST1730908 on 24th Apr. 2024 and thereafter actual billing has been done. In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than six months. 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.
3. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹. 24,936.62 upto May-2024.
4. The OP has submitted that as the disputed billing period has not yet revised, is required bill revision as per consumption of new meter.
5. On scrutiny of the documents, it is observed by the Forum that the bills raised during meter defective period needs bill revision under CI-155 & 157 of OERC Dist. (Conditions of Supply) 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. The energy bills raised to the consumer from Sep-2023 to Apr-2024 are to be revised as per succeeding six months average consumption of new meter by considering IMR : 0 (24.04.24) & FMR of Oct-2024 under CI-155 & 157 of OERC Dist. Code 2019.
2. DPS is to be levied as per OERC Regulation.
3. 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 five months after receipt of GRF order otherwise it will be treated as non-compliance.


K.S.PADHIE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Jhekru Sahu, At-Harbhanga, Po-Mursund, Via-Loisingha, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Loisingha.
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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."