

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/ 692⁵¹

Dated, the 06/07/2024

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/432/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Sambhu Bhusan Bastia, At/Po-Lachhipur, Dist-Sonepur	911313062037	9178135003	
3	Respondent/s	Name	Division		
		S.D.O (Elect.), TPWODL, Loisingha	Bolangir Electrical Division, TPWODL, Bolangir		
4	Date of Application	05.07.2024			
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	05.07.2024			
9	Date of Order	06.07.2024			
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: Camp Court at Lachhipur

Appeared:

For the Complainant -Sri Sambhu Bhusan Bastia
For the Respondent -Sri Kshirodra Kumar Meher, OAG-II (Representative)

Complaint Case No. BGR/432/2024

Sri Sambhu Bhusan Bastia,
At/Po-Lachhipur,
Dist-Sonepur
Con. No. 911313062037

- COMPLAINTANT

-Versus-

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

- OPPOSITE PARTY



ORDER
(Dt.06.07.2024)

HISTORY OF THE CASE

The Complainant is a LT-GPS. consumer availing a CD of 1 KW. The complainant represented that he was served with average bills from Apr.-2023 to Sep.-2023 due to meter defective. For that average bills, the arrear has accumulated to ₹ 24,803.23p 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 : 05.07.2024

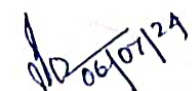
SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-Salebhata Section of Loisingha Sub-division. The complainant represented that he was served with average bills from Apr.-2023 to Sep.-2023 due to meter defective. For that, the arrear has accumulated to ₹ 24,803.23p 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-GPS consumer availing power supply since Feb.-2018. The billing dispute raised by the complainant for the average billing from Apr.-2023 to Sep.-2023 was due to meter defective for that period. A new meter with sl. no. TWSP51031514 has been installed on 22nd Aug. 2023, thereafter actual billing was done. As the above-stated period bill has not revised, it needs bill revision.


CO-OPTED MEMBER


MEMBER (Fin.)


PRESIDENT

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-GPS consumer with a CD of 1 KW. The consumer has availed power supply since 14th Feb. 2018 and the arrear outstanding upto May-2024 is ₹ 24,803.23p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Due to meter defective with meter no. WLT093247, the consumer was served with average bills from Apr.-2023 to Sep.-2023 resulting accumulation of arrear outstanding. A new meter has been installed by OP with meter no. TWSP51031514 on 22nd Aug. 2023, thereafter actual billing is going on.
2. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹ 24,803.23p upto May-2024.
3. The OP has admitted with the billing dispute for the above-said period. During the course of hearing, the OP initiated bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has been recalculated with the consumption and a net amount of ₹ 5,990.82p is to be withdrawn from the arrear outstanding.




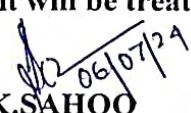
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

The OP has agreed with the billing dispute and initiated bill revision on spot and the petitioner has convinced with the proposed withdrawal amount of ₹ 5,990.82p. 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 Sambhu Bhusan Bastia, At/Po-Lachhipur, Dist-Sonepur.
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."