



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/ 731⁵

Dated, the 30/07/2024

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/466/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Kishor Bag, For Sri Sunasira Bag, At/Po-Rigdol (Parsukuna), Via-Titilagarh, Dist-Bolangir		912422031253	7008225562
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Sainatala		Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	24.07.2024			
5	In the matter of-	1. Agreement/Termination	2. Billing Disputes	<input checked="" type="checkbox"/>	
		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. Shifting 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	24.07.2024			
9	Date of Order	30.07.2024			
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent	Others	
11	Details of Compensation awarded, if any.	Nil			

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Belgaon

Appeared:

For the Complainant -Sri Kishor Bag
For the Respondent -Sri Ansuman Sahoo, S.D.O (Elect.), Saintala

Complaint Case No. BGR/466/2024

Sri Kishor Bag,
At/Po-Rigdol (Parsukuna),
Via-Titilagarh,
Dist-Bolangir
Con. No. 912422031253

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY

ORDER

(Dt.30.07.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 1 KW. He has disputed about the average bills raised from Oct.-2021 to Sep.-2023 due to meter defective. 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 : 24.07.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Belgaon Section of Saintala Sub-division. The consumer represented that he was served with average bills from Oct.-2021 to Sep.-2023 due to meter defective. For that, the arrear outstanding has been accumulated to ₹ 660.84p upto Jun.-2024. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the 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 average billing from Oct.-2021 to Sep.-2023 was due to meter defective for that period. A new meter with sl. no. TPWODL1162400 has been installed on 16th Sep. 2023. As the above-stated period bill has not been 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 1 KW. The consumer has availed power supply since 02nd Oct. 2014 and the arrear outstanding upto Jun.-2024 is ₹ 660.84p. As complained by the complainant and submission of OP, it is observed by the Forum that,

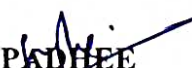
1. Due to meter defective, the consumer was served with average bills from Oct.-2021 to Sep.-2023 with meter no. 6010348 resulting accumulation of arrear outstanding.
2. A new meter has been installed by OP with meter no. TPWODL1162400 on 16th Sep. 2023 and thereafter actual billing is going on. In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than two years. Due to delay in installation of new meter, average billing was 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 OP submitted that after detection of such average bill, the said disputed bill has been revised in obedience to OERC Regulation and withdrawn ₹. 1,597.43 on 16th Jul. 2024 which will be reflected in the next month bill.

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 already revised the disputed bill and withdrawn ₹. 1,597.43p on 16th Jul. 2024. The Forum directed the OP to ensure such revision in the next monthly 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 Kishor Bag, At/Po-Rigdol (Parsukuna), Via-Titilagarh, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Saintala.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
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."