

OERC CASE NO -11 OF 2007

MAHENDRA KUMAR SAHOO.....PETITIONER
VERSUS
SDO,ELECTRICAL,CESU,TANGI &
AGM,BED,BALUGAON.....OPP.PARTIES

ORDER **20.06.2007**

Apropos of our interim order on the hearing of both the parties on 31.05.2007 we have directed the respondent CESU to file necessary month wise billing and payment details including meter status and power supply position after following procedure laid down in GRF/Ombudsman order starting from December 1998 up to 13.02.2007 by which they have arrived at the outstanding amount of Rs.1673.38 within 6th of June 2007.

CESU filed the above details on 5.6.2007. After scrutiny of CESU's submission it was found out that Rs.645.20 is outstanding against the petitioner as on 13.02.2007 after taking in to consideration past arrear of Rs.6034.15 before December 1998. Detailed month wise statement prepared by the Commission's staff is also taken into record. CESU has billed the customer @23 units per month from 8/06 to 13.02.2007. This should have been billed on the basis of meter reading after installation of a correct meter subsequent to the meter being found defective i.e. after 8/06. This is an act of negligence on the part of the licensee who have failed to install the meter in consumer premises in time (New meter was installed on 12.05.2007 after a lapse of around nine months). The provisional billing from 17.08.2006 to 13.02.2007 comes to Rs.645.20. This may undergo a change after the reading of a correct meter is available.

The Petitioner is directed to pay Rs.645.20 provisionally towards its energy charges till 13.02.2007 as per the calculation sheet attached. CESU will revise the bill for the above period as per OERC Distribution (Condition of Supply) Code, 2004 and allow credit/debit to consumer account after the revision.

The complaint handling at the licensee's field office level leaves much to be desired for which a consumer with even a ½ KW load had to struggle and approach GRF/Ombudsman and the Commission. Analysis of the case particularly order of the GRF indicate that the consumer was being billed on L.F. basis even during the period of disconnection between 8/05 to 05/06. Responsibility shall be fixed on the persons for billing on L.F basis when the same has been dispensed with from 01.04.2006. This is an example of harassment of the consumers. A bill of Rs. 4059.33 was reduced to Rs. 300.00. Besides, L.F billing of 108 units/months was billed during the period of disconnection must be investigated by the CEO and responsibility fixed.

The case is accordingly disposed off.

Sd/-
Member (B)

Sd/-
Member (SK)

Sd/-
Chairperson