



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:- (06652) 235741

E-mail: grfwesco.bgr@rediffmail.com/ Grf.bolangir@tpwesternodisha.com

Bench: Er. Kumuda Bandhu Sahu (President),

Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 787^B

Dated, the 29/08/2024

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/410/2024		
2	Complainant/s	Name & Address Sri Asantosh Barge, For Smt. Jayanti Barge, At/Po-Rengali, Via-Lachhipur, Dist-Sonepur	Consumer No 915102096894	Contact No. 8018056873
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Sonepur	Division Sonepur Electrical Division, TPWODL, Sonepur	
4	Date of Application	19.06.2024		
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) 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	30.07.2024	08.08.2024
9	Date of Order	29.08.2024		
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 Asantosh Barge
For the Respondent -Sri Abadhut Padhan, JFM (Authorised Representative)

Complaint Case No. BGR/410/2024

Sri Asantosh Barge,
For Smt. Jayanti Barge,
At/Po-Rengali,
Via-Lachhipur,
Dist-Sonepur
Con. No. 915102096894

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**



ORDER
(Dt.29.08.2024)

During hearing on dt.08.08.2024 the Complainant Sri Asantosh Barge appeared before the Forum in person whereas Sri Abadhut Padhan, JFM, SED, TPWODL, Sonepur appeared as opposite party on behalf of S.D.O (Elect.), Sonepur.

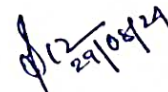
The Complainant on behalf of Smt. Jayanti Barge bearing consumer no. 915102096894 in his written petition dt.19.06.2024 i.e. during a GRF camp held at Binka stated that the existing meter although provided against him, but wrongly installed in some others premises named Smt. Jyotshna Barge. On detection of the above, however a new meter has been installed in his premises on dt.24.05.2024. But prior to this, Smt. Jyotshna Barge has been utilising the power supply which he requested to be billed instead of him. He therefore requested the Forum to sortout the problem and proper justice be given to him. He also further stated that inflated and exorbitant bills have been done which requires a revision.

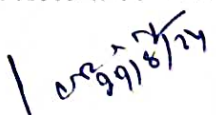
On the other hand the opposite party did not submit any written version but requested to refer the same furnished by them on dt.09.07.2024 which contain a billing abstract concerning to the period from February'2012 to May'2024 along with a PVR dt.03.07.2024 followed by a written version dt.09.07.2024 in the same date. All such documents reveals that;

1. The consumer comes under domestic category.
2. She has not availed the line (supply) since long and the meter meant for her was being utilised by Smt. Jyotshna Barge being installed in later premises.
3. On enquiry it was ascertained that the meter bearing no. LW122223 meant for the Complainant which was installed in some other's premises named Smt. Jyotshna Barge. After detection of the error, a new meter bearing no. TWB664642 has been installed in the premises of the Complainant named Smt. Jayanti Barge on dt.09.07.2024.

The Forum after proper scrutiny of all the relevant documents placed before it observed that;


CO-OPTED MEMBER


MEMBER (Fin.)
Page 2 of 3


PRESIDENT




1. The service connection was although released in favour of the consumer Smt. Jayanti Barge but the meter being installed in some others premises named Smt. Jyotshna Barge, the power supply was being utilised by the later against meter no. LW869083 from February'2012 unauthorisedly.
2. Such unauthorised use of power by a consumer has however been detected and appears to be regularised providing a new meter with Sl. No. LW122223 from January'2019 which continues with average basis bills from August'2023 to May'2024 with stuck of reading at 4819 Kwh.
3. Since the above meter was found to be defective against average basis bills being done, a new meter with Sl. No. TWB664642 was installed during April'2024.
4. There is no billing dispute from February'2012 to December'2018 since monthly bills have been done on actual meter reading basis till December'2018 having arrear amounting Rs.24330.63.
5. The closing meter reading in the new meter bearing no. TWB664642 on dt.09.04.2024 is found to be at 126 Kwh as on dt.09.07.2024 as per PVR enclosed and yet to complete six months duration by till now.
6. The version of the Complainant was taken into record which spells out that there is some abnormal consumption from January'2019 to March'2024 (around 05 years) which does not come within the purview of the Forum for a bill revision beyond two years.
7. The new meter also is yet to complete subsequent six months of its replacement to workout the monthly average consumption for revision of bills from January'2019 to March'2024. The opposite party has been directed to look into this matter who is competent to take up the revision on examining its scope after obtaining average consumption of subsequent six months of the new meter.
8. The Complainant is therefore directed to take up this matter before the opposite party and if aggrieved to agitate a complaint again before the Forum. The Complainant was convinced with the direction and intended to withdraw the case.

Since the case with the above contention is not to be heard at present for being withdrawn by the Complainant the Forum is of the opinion to drop the case and passes order accordingly.

Basing on above observations, Forum passes the following direction as per Regulation of OERC Distribution (Conditions of Supply) Code 2019.

The case is dropped.

Case is disposed off accordingly.


K.S.PADHEE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Asantosh Barge, At/Po-Rengali, Via-Lachhipur, Dist-Sonepur.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Sonepur.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
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."