



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/ 761

Dated, the 12/08/2024

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/420/2024		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Subrat Kumar Padhan, At/Po-Nagaon (B), Via-Loisingha, Dist-Bolangir	911001025051	9668824424
3	Respondent/s	Name (1) S.D.O (Elect.), TPWODL, Loisingha (2) EE, BED, TPWODL, Bolangir	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) 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		
9	Date of Order	12.08.2024		
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 Subrat Kumar Padhan

For the Respondent

-Sri Kshirodra Kumar Meher, OAG-II (Auth. Representative)

Sri Srikanta Satpathy, AFM (Auth. Representative)

Complaint Case No. BGR/420/2024

Sri Subrat Kumar Padhan,
At/Po-Nagaon (B),
Via-Loisingha,
Dist-Bolangir
Con. No. 911001025051

- **COMPLAINANT**

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division,
TPWODL, Loisingha
EE, BED, TPWODL, Bolangir

- **OPPOSITE PARTY**



ORDER
(Dt.12.08.2024)

HISTORY OF THE CASE

The Complainant is a LT-Irr. consumer availing a CD of 2.5 KW. The complainant represented that he was getting abnormal & inflated bill after meter replacement done in May-2022. For that inflated bills, the arrear has accumulated to ₹ 22,794.39p upto Jun.-2024. The complainant raised dispute against the said period and requested before the Forum for installation of new meter & suitable revision of bill.

The case was heard in detail.

PROCEEDING OF HEARING DATEDss: 11.07.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-Loisingha Section of Loisingha Sub-division. The consumer represented that he was getting abnormal & inflated bills from May-2022 onwards after replacement of meter. For that, the arrear has accumulated to ₹ 22,794.39p upto Jun.-2024. The complainant raised dispute against the said period and requested before the Forum for installation of new meter & 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-Irr. consumer availing power supply since Feb.-2020. The billing dispute raised by the complainant for the inflated billing from May-2022 has no base as all the bills have been generated on actual meter reading basis. Hence, the petition of the complainant should be rejected.

Considering the above, the OP requested before the Forum to pass order as deemed fit.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Irr. consumer with a CD of 2.5 KW. The consumer has availed power supply since 22nd Feb. 2020 and the arrear outstanding upto Jun.-2024 is ₹ 22,794.39p. As complained by the complainant and submission of OP, it is observed by the Forum that,


1. The consumer is being billed on actual meter reading basis during the disputed period as complained by the complainant i.e. from May-2022 where a new meter has been installed.
2. From the billing ledger, it is found that the consumer has availed power supply without meter from the date of supply i.e. 22nd Feb. 2020 to 12th May 2022 which violates CI-97 (ii) of OERC Dist. Conditions of Supply) Code 2019 and is a gross negligence on the part of OP which should not be. The Forum has taken this as a **serious note** and warned the OP not to repeat such things in future. A new meter with sl. no. TPU041765 has been installed on 12th May 2022, thereafter actual billing is going on.
3. To resolve the issue, the Forum during the course of hearing directed the complainant to deposit the required meter testing fees with the licensee so that the meter will be tested at site by the MMG team. Also, the OP was made correspondence with the complainant vide letter no. 1114, dated 12th Jul. 2024 to deposit the required meter testing fees of ₹ 1,170/-. The complainant had no response till date. In between that, the OP was intimated verbally to the complainant for deposit of testing fees so that the meter can be tested. But, there is no response from the complainant end. Finally, the OP intimated before the Forum vide letter no. 1287 dated 07th Aug. 2024 regarding the inactiveness of the complainant.
4. Taking the above into consideration, the complainant fails to comply the direction given by the Forum regarding deposit of meter testing fees so that his grievances will be redressed. The Forum has taken this as a **SERIOUS NOTE** for such non-compliance of direction of Forum at the end of the complainant.
5. The complainant has not paid the monthly bill regularly for which the arrear has been accumulated to ₹ 22,794.39p upto Jun.-2024.



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 complainant has failed to comply the direction of the Forum during the hearing dated 11th Jul. 2024. Hence, the complaint of complainant is hereby rejected.

Case is disposed off accordingly.


K.S.PADHEE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Subrat Kumar Padhan, At/Po-Nagaoin (B), Via-Loisingha, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Loisingha.
3. Executive Engineer, Bolangir Electrical Division, TPWODL, Bolangir.
4. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir .
5. Superintending Engineer, Electrical Circle, TPWODL, Bolangir.
6. 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."