



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/ 875^B

Dated, the 12/09/2024

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/473/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Ananta Kumar Biswal, At/Po-Bilaisarda, Dist-Bolangir	911212200221	9778090881	
3	Respondent/s	Name	Division		
		S.D.O (Elect.), No. II, TPWODL, Bolangir	Bolangir Electrical Division, TPWODL, Bolangir		
4	Date of Application	26.07.2024			
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) 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	26.07.2024			
9	Date of Order	12.09.2024			
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 Bilaisarda



Appeared:

For the Complainant -Sri Ananta Kumar Biswal
For the Respondent -Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir

Complaint Case No. BGR/473/2024

Sri Ananta Kumar Biswal,
At/Po-Bilaisarda,
Dist-Bolangir
Con. No. 911212200221

COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division, No. II,
TPWODL, Bolangir

OPPOSITE PARTY

ORDER
(Dt.12.09.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 0.05 KW. The complainant represented that he was getting abnormal & inflated bill after meter replacement done in Nov-2021. For that inflated bill, the arrear has been accumulated to ₹ 34,748.52p 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 DATED : 26.07.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-Chatamakhna Section of Loisingha Sub-division. The consumer represented that he was getting abnormal & inflated bills from Nov-2021 onwards after replacement of meter. For that, the arrear has been accumulated to ₹ 34,748.52p 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 billing ledger from Sep-2014 to Jun-2024. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Aug.-2013. The billing dispute raised by the complainant for the inflated billing after replacement of meter done in Nov-2021 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.

[Signature]
CO-OPTED MEMBER

[Signature] 12/09/24
MEMBER (Fin.)
Page 2 of 3

[Signature] 12/09/24
PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 0.05 KW. The consumer has availed power supply since 22nd Aug. 2013 and the arrear outstanding upto Jun.-2024 is ₹ 34,748.52p. 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 i.e. from Nov-2021 where a new meter has been installed on 06th Nov. 2021 with meter no. WLT256132 whereas the complainant has disputed that there is error in the present meter for which it recorded excess consumption than actual consumption. To resolve the issue, the Forum during the course of hearing directed the complainant to deposit the required meter testing fees of ₹ 500/- + GST @ 18% with the licensee so that the meter can be tested at site by the MMG team. But the complainant has not deposited the required fees. The OP reminded him again to deposit the testing fees but till date the complainant has not deposited. Also, there is no response from the complainant end.
2. 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 can 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.
3. The complainant has not paid the monthly bill regularly for which the arrear has been accumulated to ₹ 34,748.52p 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 26th 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 Ananta Kumar Biswal, At/Po-Bilaisarda, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, TPWODL, Bolangir.
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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."