



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/ 806

Dated, the 30/08/2024

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/504/2024		
2	Complainant/s	Name & Address Sri Achyutananda Meher, For Smt. Tankabati Meher, At-Daitarimunda, Po-Khuntsamalai, Dist-Bolangir	Consumer No 912325061311	Contact No. 9937226461
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	09.08.2024		
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) – Non-implementation of GRF order		
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	09.08.2024		
9	Date of Order	30.08.2024		
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: Camp Court at Ghumer

Appeared:

For the Complainant -Sri Achyutananda Meher
For the Respondent -Sri Debadatta Mahyapatra, S.D.O (Elect.), Patnagarh

Complaint Case No. BGR/504/2024

Sri Achyutananda Meher,
For Smt. Tankabati Meher,
At-Daitarimunda,
Po-Khuntsamalai,
Dist-Bolangir
Con. No. 912325061311

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**



ORDER
(Dt.30.08.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 1 KW. The representative of the consumer represented that though GRF was passed order on dated 29th Mar. 2024 but the OP has not yet revised the bill. 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 : 09.08.2024

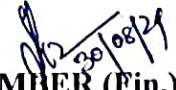
SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-III section of Patnagarh Sub-division. The consumer represented that against Case no. 275/2024, GRF has passed order on 29th Mar. 2024 to revise the bill but till date the bill has not yet revised. For that, the arrear has been accumulated to ₹ 17,499.38p upto Jul.-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 record. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Feb-2020. Regarding non-compliance of order of GRF in Case no : 275/2024, order passed on 29th Mar. 2024, due to oversight the order has not yet complied which must be complied in Aug-2024.


CO-OPTED MEMBER


MEMBER (Fin.)


PRESIDENT

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

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 01st Feb. 2020 and the arrear outstanding upto Jul.-2024 is ₹ 17,499.38p. After gone through the documents submitted by both the parties, it is observed by the Forum that,

1. The complainant was appealed before the Forum at the camp court at Ghumer on 26th Mar. 2024 which was registered as Case no. 275/2024. The Forum was passed order on 29th Mar. 2024 vide ref. no. 432. The abstract of the order was,
 - A. *The energy bills raised to the consumer from Jan-2023 to Aug-2023 are to be revised as per succeeding six months average consumption of new meter by considering IMR : 0 (10.09.2023) & FMR of Mar-2024 under CI-155 & 157 of OERC Dist. Code 2019.*
 - B. *The debit sundry amount of ₹. 18,897/- given on 24th Mar. 2023 must be withdrawn.*
 - C. *DPS is to be levied as per OERC Regulation.*
 - D. *All sundries and adjustments are to be considered during the above revision period.*

Against that Order, the OP submitted the compliance report on 26th Apr. 2024 vide ref. no. 134 that ₹. 20,232.99p was withdrawn from the arrear outstanding. But, in today camp court, the complainant intimated that the bill has not yet revised. The Forum verified the billing data on the spot and found that the contention of the complainant was true and disputed bill has not yet revised. Against that, the OP represented that due to oversight, the bill has not yet revised.

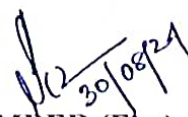
Taking into consideration of versions of both the parties, the Forum is of the view that,

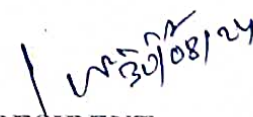
The OP has given false statement in his letter dated 26th Apr. 2024 vide ref. no. 134 that the disputed bill revised ₹ 20,232.99p has been withdrawn. This sort of activities by the OP leads towards misleading the Forum which is not acceptable at all. Due to this activity of OP, the complainant is losing confidence of the Forum as well as reputation of the licensee is badly hampered. Also, the consumer is being harassed repeatedly. The Forum has taken this as a **SERIOUS NOTE** and warned the OP not to repeat this in future. Also, the Forum advised the licensee to take appropriate disciplinary action against submission of false information by the OP.

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 energy bill of the consumer must be revised in Aug-2024 in line with GRF case no. : 275/2024 (order issued in 29th Mar. 2024)



CO-OPTED MEMBER


MEMBER (Fin.)
Page 3 of 4


PRESIDENT

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 Achyutananda Meher, At-Daitarimunda, Po-Khuntsamalai, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Patnagarh.
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.”