



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/ 890

Dated, the 17/09/2024

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/588/2024		
2	Complainant/s	Name & Address Sri Jadaba Bag, For Smt. Mahi Bag, At-Goudpali, Po-Luhasingha, Dist-Bolangir	Consumer No 912314111843	Contact No. 7609990634
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	28.08.2024		
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) -		
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	28.08.2024		
9	Date of Order	17.09.2024		
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 Juria

Appeared:

For the Complainant -Sri Jadaba Bag
For the Respondent -Sri Debadatta Mahapatra, S.D.O (Elect.), Patnagarh

Complaint Case No. BGR/588/2024

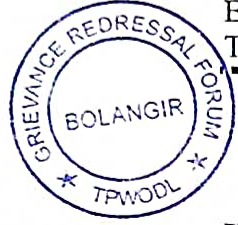
Sri Jadaba Bag,
For Smt. Mahi Bag,
At-Goudpali,
Po-Luhasingha,
Dist-Bolangir
Con. No. 912314111843

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**



ORDER
(Dt.17.09.2024)

HISTORY OF THE CASE

The Complainant Shri Jadaba Bag, representative of the consumer is a LT-Dom. consumer availing a CD of 1 KW. He has disputed about the erroneous and average bills raised from the date of supply to Sep.-2020 due to no meter in his premises. 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 : 28.08.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Khaprakhhol section of Patnagarh Sub-division. The consumer represented that he was served with average bills due to no meter from the date of supply to Sep.-2020. For that average bills, the arrear has been accumulated to ₹ 10,340.54p 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 records. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Jun.-2018. The billing dispute raised by the complainant for the average billing from the date of supply to Sep-2020 was due to no meter in his premises. As the above-stated average billing period bill has not been revised, it needs bill revision.

Considering the above, the OP requested before the Forum for revision of previous disputed bills and pass order as deemed fit.

Mahi
CO-OPTED MEMBER

17/09/24
MEMBER (Fin.)
Page 2 of 3

me 17/09/24
PRESIDENT

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 28th Jun. 2018 and the arrear outstanding upto Jul.-2024 is ₹. 10,340.54p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer has availed power supply without meter from the date of supply i.e. 28th Jun. 2018 to Sep.-2020 which violates CI-97 (ii) of OERC Dist. Conditions of Supply) Code 2019 which 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.
2. A new meter with sl. no. LW628593 has been installed on 06th Sep. 2020, thereafter actual billing has been done. Due to billing with unmetered status, the consumer was served with average bills from the date of supply to Jan.-2021 resulting accumulation of arrear outstanding.
3. During the Course of hearing, it is observed that the existing meter (sl. no. LW628593) is defective since last one year i.e. from Jul.-2023 which needs replacement of defective meter immediately.
4. On scrutiny of the documents, it is observed by the Forum that the average bills raised during no meter period needs bill revision under CI-155 & 157 of OERC Dist. (Conditions of Supply) Code 2019 to redress the consumer grievances. However, during the course of hearing, the OP has agreed with the billing complaints and initiated bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has recalculated with the consumption and an amount of ₹ 8,071.74p is to be withdrawn from the arrear outstanding.



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.

1. The OP has re-calculated the bill and the petitioner was convinced with the proposed withdrawal amount of ₹ 8,071.74p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.
2. The OP is directed to replace the present defective meter (meter no. : LW628593) immediately for proper billing.

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 Jadaba Bag, At-Goudpali, Po-Luhasingha, 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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."