



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/

1012^{CS}

Dated, the

29/10/2024

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/649/2024																											
2	Complainant/s	Name & Address Sri Prakash Maharana, For Sri Radheshyam Maharana, At/Po-Loisingha, Near Bus-Stand, Dist-Bolangir		Consumer No 911311021080	Contact No. 7504878990																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Loisingha		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	21.09.2024																											
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td>✓</td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) –</td></tr></table>				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) –		
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6	Section(s) of Electricity Act, 2003 involved																												
7	OERC Regulation(s) with Clauses	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s)</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause</td></tr><tr><td>6. Others</td></tr></table>				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																		
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6. Others																													
8	Date(s) of Hearing	21.09.2024																											
9	Date of Order	29.10.2024																											
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 Loisingha

Appeared:

For the Complainant - Sri Prakash Maharana
For the Respondent - Sri Abanikanta Maharana, S.D.O (Elect.), Loisingha

Complaint Case No. BGR/649/2024

Sri Prakash Maharana,
For Sri Radheshyam Maharana,
At/Po-Loisingha,
Near Bus-Stand,
Dist-Bolangir
Con. No. 911311021080

COMPLAINANT

-Versus-

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

OPPOSITE PARTY



ORDER
(Dt.29.10.2024)

During spot hearing at Loisingha consumer camp on dt.21.09.2024 the Complainant Sri Prakash Maharana appeared before the Forum in person and Sri Abanikanta Maharana, S.D.O (Elect.), TPWODL, Loisingha appeared as opposite party.

The Complainant bearing consumer no. 911311021080 in his written petition disputed the wrong billings done on abnormal high consumptions. He therefore requested before the Forum for revision of such inflated bills and redress his grievances.

On the other hand the opposite party submitted a billing abstract concerning to the period from February-March'2001 to August'2024. He also admitted to the complaint raised by the Complainant on average and bill till May'2022 on actual bills done, thereafter till date. He also requested the Forum to do the needful as deemed fit in this regard.

The Forum after due scrutiny of all the relevant documents produced before it observed that;

1. Actual basis bills for the period from the beginning to till February'2017 and thereafter on high consumption.
2. Provisional and average bills are seen to have been raised from January'2019 to August'2020.
3. Finally, a meter with Sl. No. 300039889 has been replaced which also shows high consumption but bills raised on actual meter reading basiss.

The Forum therefore in its speaking order directed for testing of the existing meter to ascertain its accuracy which was also agreed by both the parties. The Complainant was directed to deposit the prescribed testing fees of Rs.500/-+ G.S.T 18% total being Rs.590/- and to get the meter tested immediately.


CO-OPTED MEMBER


MEMBER (Fin.)


PRESIDENT



But surprisingly it came to the notice of the Forum an intimation received through letter no. 375(2) dt.01.10.2024 of S.D.O (Elect.), Loisingha being the opposite party that, the Complainant having being informed a number of times, does not response for deposit of testing fees as directed, even after a number of telephone calls. As a result despite all efforts done by the opposite party to settle the problem through due process of regulation and as per direction of the Forum the non-cooperation of the Complainant does not materialise the same. Ultimately it indicates that he is not interested to deposit the testing fees and to resolve the issue once for all.

Keeping all the above facts in view and in view of the non-cooperation of the Complainant to deposit the testing fees of the meter as per rule, it indicates that the Complainant is not interested to resolve his own complaint as per regulation.

Therefore, the Forum rejects the case and directed the Complainant to clear the arrear outstandings.

Case is disposed off accordingly.


K.S.PADHEE

CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Prakash Maharana, At/Po-Loisingha, Near Bus-Stand, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Loisingha.
3. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
4. Superintending Engineer, Electrical Circle, TPWODL, Bolangir.
5. Chief Legal, Head Quarter Office, TPWODL, Burla.

The order is also available at TPWODL Web site : tpwesternodisha.com → customer zone → Grievance Redressal Forum → BOLANGIR → (GRF CASE NO.)

"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."