



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/ 1164⁵

Dated, the 27/12/2024

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/756/2024																										
2	Complainant/s	Name & Address Smt. Sapura Mallik, At-Dangaghat, Po-Dumerpita, Via-Chudapali, Dist-Bolangir	Consumer No 911211070511	Contact No. 7735065760																								
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	11.12.2024																										
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) 155, 157</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) 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																		
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8	Date(s) of Hearing	11.12.2024																										
9	Date of Order	27.12.2024																										
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 Chudapali

Appeared:

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

Complaint Case No. BGR/756/2024

Smt. Sapura Mallik,
At-Dangaghat,
Po-Dumerpita,
Via-Chudapali,
Dist-Bolangir
Con. No. 911211070511

COMPLAINANT

-Versus-

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

OPPOSITE PARTY



ORDER
(Dt.27.12.2024)

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 31st May 2023 but the OP has not yet revised the bill. She has submitted her 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 : 11.12.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Chudapali section of Balangir-II Sub-division. The consumer represented that against Case no. 360/2023, GRF was passed order on 31st May 2023 to revise the bill but till date the bill has not yet been revised. For that, the arrear has been accumulated to ₹ 20,456.27p upto Nov.-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 Jul.-2018. Regarding non-compliance of order of GRF in Case no : 360/2023, order passed on 31st May 2023, due to oversight the order has not yet complied which must be complied in Dec.-2024.

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

CO-OPTED MEMBER

MEMBER (Fin.)
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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 20th Jul. 2018 and the arrear outstanding upto Nov.-2024 is ₹ 20,456.27p. After gone through the documents submitted by both the parties, it is observed by the Forum that,

1. The complainant was appealed before the hearing at GRF Office on 19th Apr. 2023 & 26th Apr. 2023 which was registered as Case no. 360/2023. The Forum was passed order on 31st May 2023 vide ref. no. 827. The abstract of the order was,

1. A. *The energy bills raised to the consumer from the date of power supply to Jun-2020 is to be revised as per average consumption of meter (meter sl. no. LW637814) considering IMR-60 (Aug.-2020) and FMR-159 (Jun-2021) under CI-155 of OERC Distribution (Conditions of Supply) Code 2019.*
- B. *All sundries and adjustments (if any) are to be considered during the above revision period.*
2. *The complainant is directed to clear all arrears upon bill revision.*



Against that Order, the OP submitted the compliance report on 10th Jul. 2023 vide ref. no. 312 that ₹ 17,896.90p was withdrawn from the arrear outstanding. But, as per application of the complainant, it is seen that the bill has not yet been revised and the grievance of the petitioner is still pending. The Forum is also 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 error in FG system, 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 10th Jul. 2023 vide ref. no. 312 that the disputed bill has revised ₹ 17,896.90p has been withdrawn. This sort of activities by the OP leads to 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 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 within one month from the date of issue of this order in line with GRF case no. 360/2024 (order issued on 31st May 2023).

Case is disposed off accordingly.

CO-OPTED MEMBER

MEMBER (Fin.)


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PRESIDENT



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. Smt. Sapura Mallik, At-Dangaghat, Po-Dumerpita, Via-Chudapali, 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.

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."