



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:- (06652) 235741

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Bench: Er. Kumuda Bandhu Sahu (President),

Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 1176

Dated, the 31/12/2024

Corum:

Er. Kumuda Bandhu Sahu
Sri Prasanta Kumar Sahoo
Sri Krupasindhu Padhee

- President
- Member (Finance)
- Co-Opted Member

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|---|--|--|------------|---|---------------------------|--|--|---|---|---|-----------|---|--|--|------------------|-------------|--|-------------------|------------------------------|--|---------------------------------|---|--|------------------------------------|--------------------------|--|------------------------|--|--|
| 1 | Case No. | Complaint Case No. BGR/765/2024 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | Complainant/s | Name & Address Sri Parsuram Meher, For Smt. Sasmita Meher, At/Po-Kapani, Via-Belpada, Dist-Bolangir | | Consumer No 912313032789 | Contact No. 9777952851 | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | Respondent/s | Name S.D.O (Elect.), TPWODL, Patnagarh | | Division Titilagarh Electrical Division, TPWODL, Titilagarh | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 | Date of Application | 17.12.2024 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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)</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 | 17.12.2024 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 9 | Date of Order | 31.12.2024 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 10 | Order in favour of | Complainant | Respondent | √ | Others | | | | | | | | | | | | | | | | | | | | | | | | |
| 11 | Details of Compensation awarded, if any. | Nil | | | | | | | | | | | | | | | | | | | | | | | | | | | |

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT

Place of Hearing: Camp Court at Dhumabhata

Appeared:

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

Complaint Case No. BGR/765/2024

Sri Parsuram Meher,
For Smt. Sasmita Meher,
At/Po-Kapani,
Via-Belpada,
Dist-Bolangir
Con. No. 912313032789

COMPLAINANT

-Versus-

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

OPPOSITE PARTY



ORDER
(Dt.31.12.2024)

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Parsuram Meher who is a LT-Dom. consumer availing a CD of 1 KW. The complainant represented that he was getting abnormal & inflated bill from the date of meter installation. For that inflated bills, the arrear has been accumulated to ₹ 67,061.05p upto Nov.-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 : 17.12.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-Belpada Section of Patnagarh Sub-division. The consumer represented that he was getting abnormal & inflated bills from the date of meter installation. For that, the arrear has been accumulated to ₹ 67,061.05p upto Nov.-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 relevant documents. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Jan.-2021. The billing dispute raised by the complainant for the inflated billing from Jan.-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.

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 01st Jan. 2021 and the arrear outstanding upto Nov.-2024 is ₹ 67,061.05p. 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 as complained by the complainant and apprehended that the meter is recording excess consumption that actual which he represented for replacement of meter & suitable bill revision.

The OP represented that all bills have been raised on actual meter reading basis for which the complaint of the complainant should not be considered.

From the billing ledger, it is found that the consumer was availed power supply since 01st Jan. 2021 but the first bill has been generated in Sep-2024 i.e. after 3 year 8 months which violates OERC Dist. Conditions of Supply) Code 2019 and 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.

To resolve the issue, the Forum during the course of hearing directed the complainant to deposit the required meter testing fees with the licensee so that the meter will be tested at site by the MMG team. Also, the OP was reminded again to deposit the required meter testing fees of ₹ 590/-. The complainant has no response till date. In between that, the OP was intimated again to the complainant for deposit of testing fees so that the meter will be tested. But, there is no response from the complainant end. Finally, the OP intimated before the Forum vide letter no. 354 dated 26th Dec. 2024 regarding the inactiveness of the complainant.

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 will 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 ₹ 67,061.05p upto Nov.-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 17th Dec. 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 Parsuram Meher, At/Po-Kapani, Via-Belpada, 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.

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."