

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/ 322^B

Dated, the 11/03/2024

Corum: Er. Kumuda Bandhu Sahu - President
Sri Prasanta Kumar Sahoo - Member (Finance)
Sri Krupasindhu Padhee - Co-Opted Member

1	Case No.	Complaint Case No. BGR/109/2024		
2	Complainant/s	Name & Address Sri Gobinda Chandra Pattnaik, At/Po-Kamsara, Dist-Sonepur	Consumer No 915103080230	Contact No. 8018683780
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Sonepur	Division Sonepur Electrical Division, TPWODL, Sonepur	
4	Date of Application	05.02.2024		
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	05.02.2024		
9	Date of Order	11.03.2024		
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 Tarbha

Appeared:

For the Complainant -Sri Gobinda Chandra Pattnaik
For the Respondent -Sri Bibekananda Dikshit, S.D.O (Elect.), Sonapur

Complaint Case No. BGR/109/2024

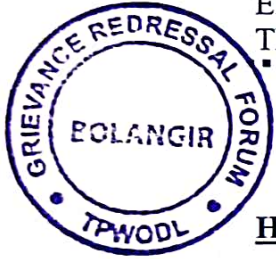
Sri Gobinda Chandra Pattnaik,
At/Po-Kamsara,
Dist-Sonepur
Con. No. 915103080230

COMPLAINANT

-Versus-

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

OPPOSITE PARTY



ORDER
(Dt.11.03.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 4.5 KW. He has disputed about the erroneous and average bills raised from Aug-2005 to till date 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: 05.02.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Tarbha section of Sonapur Sub-division. The consumer represented that he was served with average bills due to no meter from Aug-2005 to Jan-2024. For that average bills, the arrear has been accumulated to ₹. 1,24,383.22p upto Jan-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 without relevant records. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Jul-2002. The billing dispute raised by the complainant for the average billing from Aug-2005 to Jan-2024 was due to no meter in the 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.


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 4.5 KW. The consumer has availed power supply since 27th Jul. 2002 and the arrear outstanding upto Jan-2024 is ₹. 1,24,383.22p. 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 Aug-2005 to till date 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. Due to billing with unmetered status, the consumer was served with average bills from Aug-2005 to Jan-2024 resulting accumulation of arrear outstanding. Though the consumer has availed power supply, billing data prior to Aug-2005 is not available.
3. In the instant case, it is surprised that the OP has allowed the consumer to avail power supply without meter for more than eighteen years. Due to delay in installation of new meter, average billing has been done which could have been avoided if the OP has installed the meter without delay for which it is advised to the OP to be taken care in future.
4. During the course of hearing, the Forum directed the OP to make a physical verification and submit a report with reason that how the consumer is availing power supply without meter for such a long period and the report should be submitted within seven days. The OP fails to submit the required report within scheduled time. Again, reminder has given on 23rd Feb. 2024 & 01st Mar. 2024 but again the OP fails to submit the report. The Forum has taken this matter as **Deficiency of Service** by the OP which attracts OERC Regulation. The Forum herewith warned the OP to act as per OERC guidelines failing which it will attract Guaranteed Standard of Performance.
5. However, from the FG billing data, it is found that a new smart meter with sl. no. TWB125047 has been installed in the consumer premises on 12th Feb. 2024.
6. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹. 1,24,383.22p upto Jan-2024.
7. The OP has submitted that as the disputed billing period has not yet revised, it needs bill revision as per consumption of new meter.
8. On scrutiny of the documents, it is observed by the Forum that the bills raised during meter defective period needs bill revision under CI-155 & 157 of OERC Dist. (Conditions of Supply) Code 2019 to redress the consumer grievances.

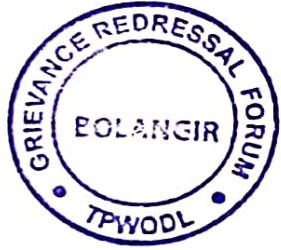
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

1. The energy bills raised to the consumer from Feb-2022 to Jan-2024 are to be revised as per succeeding six months average consumption of new meter by considering IMR: 0 (12.02.2024) & FMR of Aug.-2024 under CI-155 & 157 of OERC Regulation 2019.
2. DPS is to be levied as per OERC Regulation.
3. All sundries and adjustments are to be considered during the above revision period.

CO-OPTED MEMBER

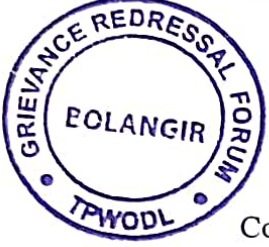
MEMBER (Fin.)

PRESIDENT



Case is disposed off accordingly.

Compliance report must be submitted to the Forum by the opposite party within six months after receipt of GRF order otherwise it will be treated as non-compliance.



K.S. Padhee
K.S. PADHEE
CO-OPTED MEMBER

P.K. Sahoo
11/03/24
P.K. SAHOO
MEMBER (Fin.)

K.B. Sahu
11/03/24
K.B. SAHU
PRESIDENT

Copy to: -

1. Sri Gobinda Chandra Pattnaik, At/Po-Kamsara, Dist-Sonepur.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Sonepur.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
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."