

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/ 74⁵⁹

Dated, the 25/01/2024

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

1	Case No.	Complaint Case No. 1200/2023		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Dhananjaya Sa, At-Fukuda, Po-Belpada, Via-Bangomunda, Dist-Bolangir	912212181097	9938492673
3	Respondent/s	Name	Division	
		S.D.O (Elect.), TPWODL, Kantabanji	Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	13.12.2023		
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	13.12.2023		
9	Date of Order	25.01.2024		
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 Bangomunda

Appeared:

For the Complainant -Sri Dhananjaya Sa
For the Respondent -Sri Bijaya Kumar Rout, OAG-II (Auth. Representative)

Complaint Case No. 1200/2023

Sri Dhananjaya Sa,
At-Fikuda,
Po-Belpada,
Via-Bangomunda,
Dist-Bolangir
Con. No. 912212181097

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY

ORDER
(Dt.25.01.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 1 KW. He has disputed about the average bills raised from the date of supply to till date where there is no power supply to his premises. He has submitted his grievances for withdrawal of bill. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED: 11.12.2023

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Turekela Section of Kantabanji Sub-division. The consumer represented that he was served with average bills from Mar-2020 to till date where there is no power supply to his premises. For such average bill, the arrear has been accumulated to ₹. 13,044.13p upto Dec.-2023. 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 billing abstract only. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Mar-2020. The billing dispute raised by the complainant for the average billing from the date of power supply to till date where no power supply was there. The opposite party needs some time for searching of record and further field verification.

Considering the above, the Forum allowed seven days time to submit a detailed report.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1 KW. As per record, the consumer has availed power supply since 01st Mar. 2020 and the arrear outstanding upto Dec.-2023 is ₹. 13,044.13p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Though as per record, the consumer has availed power supply since 01st Mar. 2020 but the 1st bill was generated on Aug-2023 billing (served in Sep-2023) with AVERAGE billing status.
2. The Consumer represented that power supply has not been released to his premises till date.

In response to above, the OP has not submitted any statement or written version and requested before the Forum to allow seven days time to submit a detailed report with written submission.

Considering above, the Forum allowed seven days time for submission of report and written version and advised the OP to provide a copy of inspection report along with written version to the petitioner. The OP failed to submit the information within scheduled time as committed. Again, reminder was given to submit the relevant documents. In response to that, the OP submitted an inspection report dated 08th Jan. 2024 and stated that there is no meter in the consumer premises and it is running consumer.

3. From the above, the Forum is of the opinion that the consumer is availing power supply without meter. For that, the consumer is billed with average bills from the date of supply i.e. Mar-2020 to till date with meter no. LWO2213825 resulting accumulation of arrear outstanding.
4. In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than three years. In the above case, due to delay in installation of new meter, average billing was 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.
5. The OP has submitted that as the disputed billing period has not yet revised, it needs bill revision as per consumption of new meter.
6. On scrutiny of the documents, it is observed by the Forum that the bills raised during meter defective period needs bill revision under Cl-155 and 157 of OERC Distribution 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. A new meter is to be installed immediately as per Reg-116 of OERC Dist. (CoS) Code 2019 to ascertain the consumption of the consumer as well as proper billing.
2. The energy bills raised to the consumer is to be revised from the date of meter replacement for the preceding two year as per average of six consecutive billing of new meter under Cl-155 & 157 of OERC Distribution Code 2019.
3. DPS is to be levied as per OERC Regulation.
4. All sundries and adjustments are to be considered during the above revision period.

CO-OPTED MEMBER

MEMBER (Fin.)

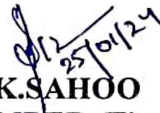
PRESIDENT

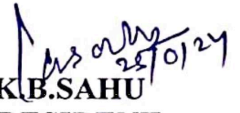


Case is disposed off accordingly.

Compliance report must be submitted to the Forum by the opposite party within seven months 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 Dhananjaya Sa, At-Fukuda, Po-Belpada, Via-Bangomunda, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Kantabanji.
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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."