

# GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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

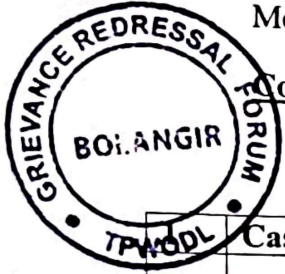
E-mail: grfwesco.bgr@rediffmail.com/ Grf.bolangir@tpwesternodisha.com

Bench: Er. Kumuda Bandhu Sahu (President),

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

Memo No.GRF/BGR/Order/ 187<sup>(S)</sup>

Dated, the 15/02/2024



Forum:

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

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

Case No.	Complaint Case No. BGR/32/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Suresh Putel, For Smt. Anjali Putel, At-Jairpada, Po-Bhalumunda, Via-Bangomunda, Dist-Bolangir	912212191259	6370015397
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	10.01.2024		
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) <u>155, 157</u>		
		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	10.01.2024		
9	Date of Order	15.02.2024		
10	Order in favour of	Complainant	√ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT





1. The consumer has disputed the date of power supply that he has availed power supply from June-2023 but as per billing data, he has availed power supply from 14<sup>th</sup> Feb. 2020. The consumer has made the 1<sup>st</sup> payment on 19<sup>th</sup> May 2023 with ₹. 200/-.
2. From the billing data, the consumer is being billed on AVERAGE basis with meter no. 2224323 but as per FG meter photo, the meter no. is TW02031449 and the CMR on 11.11.23 is 362, 11.12.23 is 381 & 11.01.24 is 396. Hence, the Forum feels that the meter is running.
3. For confirmation, the Forum during the hearing process directed the OP to submit the following documents,
  - a) Physical verification report
  - b) Present meter status
  - c) Date of power supplyAnd directed to submit the above report within seven days but no report has been received. Again, reminder given to OP to submit the required report but after lapse of more than one month, the OP fails to submit the required documents. Due to such carelessness activity of OP, the matter is pending for more than one month and the decision of complainant is getting delayed. The Forum is taking this as a **serious note** and warned the OP not to repeat this in future.
4. In default of submission of report from the end of OP, it is assumed that the OP has nothing to say in this regard and the matter is to be decided as per available documents and statement of the complainant.

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 monthly bill raised prior to Jun-2023 is to be withdrawn in total as the consumer has not availed power supply.
2. The meter no. of the consumer should be amended to TW02031449.
3. The energy bills raised to the consumer are to be revised from Jun-2023 to Dec-2023 considering IMR: 0 (Jun-2023) & FMR: 396 (Dec-2023).
4. DPS is to be levied as per OERC Regulation.
5. All sundries and adjustments are to be considered during the above revision period.

Case is disposed off accordingly.

**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. Sri Suresh Putel, At-Jairpada, Po-Bhalumunda, 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."**



**Place of Hearing:** Camp Court at Bangomunda

**Appeared:**

**For the Complainant** -Sri Suresh Putel  
**For the Respondent** -Sri Jagannath Pati, S.D.O (Elect.), Kantabanji

**Complaint Case No. BGR/32/2024**

Sri Suresh Putel,  
For Smt. Anjali Putel,  
At-Jairpada, Po-Bhalumunda,  
Via-Bangomunda, Dist-Bolangir  
Con. No. 912212191259

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY



**ORDER**  
**(Dt.15.02.2024)**

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 1 KW. She has stated that she has availed power supply since last seven months but bills have been generated from Feb-2020. Also, he is receiving bills on AVERAGE basis where a running meter is there. she 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: 10.01.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Turekela Section of Kantabanji Sub-division. The consumer represented that she has availed power supply on Jun-2023 but bills were raised from Feb-2020. Also, she is receiving monthly bills on AVERAGE basis where a running meter is there. For this erroneous billing, the arrear has accumulated to ₹. 73,435.60p upto Dec.-2023. The complainant raised dispute against the said period and requested before the Forum for suitable revision of bill.

**SUBMISSION OF OPPOSITE PARTY DURING HEARING**

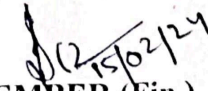
The OP appeared before the Forum with billing abstract only. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Feb-2020. As per billing data, the billing of the consumer is being generated on AVERAGE basis from Feb-2022.

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

**FINDINGS AND ANALYSIS OF THE FORUM**

The consumer is a LT-Dom. consumer with a CD of 1 KW. As per billing data, the consumer has availed power supply since 14<sup>th</sup> Feb. 2020 and the arrear outstanding upto Dec.-2023 is ₹. 73,435.60p. As complained by the complainant and submission of OP, it is observed by the Forum that,

  
CO-OPTED MEMBER

  
MEMBER (Fin.)

  
PRESIDENT