

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/ 285

Dated, the 29/02/2024

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

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



Case No.	Complaint Case No. BGR/83/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Pratap Chandra Mugri, For Sri Kalakanhu Mugri, At/Po-Sadeipali, Dist-Bolangir	911225020169	9668711374
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	29.01.2024		
5	In the matter of-	1. Agreement/Termination	2. Billing Disputes	<input checked="" type="checkbox"/>
		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	22.02.2024		
9	Date of Order	29.02.2024		
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: GRF, Bolangir

Appeared:

For the Complainant -Sri Pratap Chandra Mugri

For the Respondent -Smt. Sita Rani Seth, Jr. Accountant (Auth. Representative)

Complaint Case No. BGR/83/2024

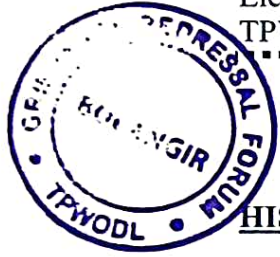
Sri Pratap Chandra Mugri,
For Sri Kalakanhu Mugri,
At/Po-Sadeipali,
Dist-Bolangir
Con. No. 911225020169

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**



ORDER
(Dt.29.02.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 1.5 KW. Earlier he was applied before the Forum for redressal of his grievances which was registered as Case no. 784/2023. The OP has not adhered the said order within stipulated time for which he has again appealed before the Forum claiming compensation from the licensee.

The case was heard in detail.

PROCEEDING OF HEARING DATED: 22.02.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under REC section of Sub-division II, Balangir. The consumer represented that the order awarded in GRF Case no. 784/2023 has not yet implemented by OP for which he has claimed for compensation from the licensee.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP through his authorized representative has appeared before the Forum with relevant documents. On defence, she intimated that the consumer is a LT-Dom. consumer with a CD of 1.5 KW. The compensation claimed by the complainant is not based on the facts & circumstances. The OP has adhered the order of the Forum and directed the MMG team for early replacement of meter. The MMG team had visited the consumer premises but there was no power supply for which they returned back. Again they had visited the premises but the consumer did not provide the outgoing service wire and even not co-operated with the MMG team. Finally, a new meter with sl. No. TWST1701937 has been installed on 31st Jan. 2024. As per Order of the Forum, the bill will be revised after six billing months of new meter. Accordingly, the energy bill will be revised in Aug-2024. Hence, the claim made by the complainant regarding non-implementation of GRF order and compensation thereon is not based on the facts.

Whe
CO-OPTED MEMBER

M/ 29/02/24
MEMBER (Fin.)

29/02/24
PRESIDENT

Considering the above, the OP requested before the Forum to reject the petition of the complainant and and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1.5 KW. The consumer was awarded in GRF Case no. 784/2023. The extract of the order is,

"Basing on above observations, the Forum passes 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-97 (II) of OERC Dist. (CoS) Code 2019 to ascertain the consumption of the consumer as well as proper billing. The energy bills raised to the consumer from Jul-2005 to till the date of meter replacement is to be revised as per average consumption of six consecutive billing of new meter under CI-155 of OERC Distribution (Conditions of Supply) Code 2019.*
- 2. All sundries and adjustments (if any) are to be considered during the above revision period."*

The complainant claims that the OP has not installed new meter within scheduled time as per order of the Forum for which he claims compensation from the licensee whereas the OP countered that they have taken steps for installation of meter several times but due to non-cooperation of the consumers, the meter was not installed. Finally, a new meter has been installed on 31st Jan. 2024 with meter no. TWST1701937.

From the above, the Forum realized that due to lack of communication between the consumer and OP, meter has been installed in late. Also, during the course of hearing, the complainant agreed with the facts and satisfied with new meter installation and requested before the Forum to revise the bill in line with direction issued in earlier case no. 784/2023.

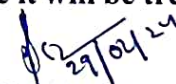
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

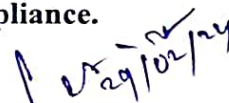
The OP is directed to carry-out the order of the Forum passed in case no.-784/2023 strictly and bill revision to be carried-out as per succeeding six months average consumption of new meter.

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
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Pratap Chandra Mugri, At/Po-Sadeipali, 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.

"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."