



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/ 633

Dated, the 11/06/2024

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/392/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Lalit Chhatra, At-Bharuapali, Po-Sarmuhan, Via-Belpada, Dist-Bolangir		912001023414	7608915583
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh		Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	03.06.2024			
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	03.06.2024			
9	Date of Order	11.06.2024			
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: Camp Court at Kanut

Appeared:

For the Complainant -Sri Lalit Chhatria
For the Respondent -Sri Kailash Ch. Swain, DFM, TED, Titilagarh (Auth. Rep.)

Complaint Case No. BGR/392/2024

Sri Lalit Chhatria,
At-Bharuapali,
Po-Sarmuhan,
Via-Belpada,
Dist-Bolangir
Con. No. 912001023414

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY



ORDER
(Dt.11.06.2024)

HISTORY OF THE CASE

The Complainant is a LT-Lift Irr. consumer availing a CD of 2.5 KW. He has disputed about the erroneous and average bills raised from the date of supply 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 : 03.06.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Belpada Section of Patnagarh Sub-division. The consumer represented that he was served with average bills due to no meter from the date of supply to till date. For that average bills, the arrear has accumulated to ₹. 9,922.59p upto Apr.-2024. The complainant raised dispute against the said period and requested before the Forum for installation of a new meter.

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-Lift Irr. consumer availing power supply since Mar.-2018. The billing dispute raised by the complainant for the average billing from the date of supply to till date was due to no meter in the premises.

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

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Lift Irr. consumer with a CD of 2.5 KW. The consumer has availed power supply since 20th Mar. 2018 and the arrear outstanding upto Apr.-2024 is ₹. 9,922.59p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer was availed power supply without meter from the date of supply i.e. 20th Mar. 2018 to till date which violates Cl-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 the date of supply to till date resulting accumulation of arrear outstanding.
3. In the instant case, it is surprised that the OP has allowed the consumer to avail power supply without meter for more than six years. Due to delay in installation of new meter, average billing has 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. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹. 9,922.59p upto Apr.-2024.

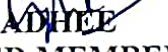


In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

The Forum is directed the OP to install a new meter with upgraded technology in the premises of the consumer within seven days.

Case is disposed off accordingly.

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


K.S. PADHIE
CO-OPTED MEMBER


P.K. SAHOO
MEMBER (Fin.)


K.B. SAHU
PRESIDENT

Copy to: -

1. Sri Lalit Chhatra, At-Bharuapali, Po-Sarmuhan, 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.

"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:Bhojnagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."