



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/ 638⁶⁵

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/397/2024		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Sobhakara Budek, For Smt. Namita Budek, At/Po-Dhumabhata, P.S-Belpada, Dist-Bolangir	912313161113	7077318638
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	<input checked="" type="checkbox"/>
		3. Classification/Reclassification of Consumers	4. Contract Demand / Connected Load	<input type="checkbox"/>
		5. Disconnection / Reconnection of Supply	6. Installation of Equipment & apparatus of Consumer	<input type="checkbox"/>
		7. Interruptions	8. Metering	<input type="checkbox"/>
		9. New Connection	10. Quality of Supply & GSOP	<input type="checkbox"/>
		11. Security Deposit / Interest	12. Shifting of Service Connection & equipments	<input type="checkbox"/>
		13. Transfer of Consumer Ownership	14. Voltage Fluctuations	<input type="checkbox"/>
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 <input type="checkbox"/>	Others <input type="checkbox"/>
11	Details of Compensation awarded, if any.	Nil		

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Belpada

Appeared:

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

Complaint Case No. BGR/397/2024

Sri Sobhakara Budek,
For Smt. Namita Budek,
At/Po-Dhumabhata,
P.S-Belpada,
Dist-Bolangir
Con. No. 912313161113

- COMPLAINTANT

-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-Dom. consumer availing a CD of 1 KW. He has disputed about provisional & average bills raised from the date of supply to Jul.-2023. He has submitted 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 from the date of supply to Jul-2023 due to non-availability of meter. For that, the arrear was accumulated to ₹. 18,913.07p upto Apr.-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 record. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Aug-2018. The billing dispute raised by the complainant for the average billing from the date of supply to Jul-2023 was due to without meter at the time of providing power supply. A new meter with sl. no. TWSP51028820 has been installed on 13th Aug. 2023, thereafter actual billing has done. As the above-stated period bill has not 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.)

PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1 KW. The consumer has availed power supply since 06th Aug. 2018 and the arrear outstanding upto Apr.-2024 is ₹. 18,913.07p. As complained by the complainant and submission of OP, it is observed by the Forum that,


1. Power supply to the consumer has been released without meter by the OP 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. Due to meter defective, the consumer was served with average bills from the date of supply to Jul.-2023 resulting accumulation of arrear outstanding.
2. A new meter has been installed by OP with meter no. TWSP51028820 on 13th Aug. 2023, thereafter actual billing has done. In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than four 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.
3. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹. 18,913.07p upto Apr.-2024.
4. The OP has submitted that as the disputed billing period has not yet revised, it needs bill revision as per consumption of new meter.
5. 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. However, during the course of hearing, the OP has agreed with the billing complaints and initiated bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has recalculated with the consumption and an amount of ₹. 18,066.77p is to be withdrawn from the arrear outstanding.

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 has re-calculated the bill and the petitioner was convinced with the proposed withdrawal amount of ₹. 18,066.77p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.

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 Sobhakara Budek, At/Po-Dhumabhata, P.S-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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."