



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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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/ 738

Dated, the 30/07/2024

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/481/2024		
2	Complainant/s	Name & Address Sri Ajaya Kumar Naik, At/Po-Bilaisarda, Dist-Bolangir	Consumer No 911212200539	Contact No. 8018736768
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	26.07.2024		
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	26.07.2024		
9	Date of Order	30.07.2024		
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 Chhatamakhna

Appeared:

For the Complainant -Sri Ajaya Kumar Naik

For the Respondent -Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir



Complaint Case No. BGR/481/2024

Sri Ajaya Kumar Naik,
At/Po-Bilaisarda,
Dist-Bolangir
Con. No. 911212200539

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

ORDER

(Dt.30.07.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 1 KW. He has disputed about the erroneous and average bills raised from the date of supply to Dec-2023 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 : 26.07.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Chatamakhna section of Balangir-II Sub-division. The consumer represented that he was served with average bills due to no meter from the date of supply to Dec.-2023. For that average bills, the arrear has accumulated to ₹ 16,360.02p upto Jun.-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 with relevant records. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Jun.-2019. The billing dispute raised by the complainant for the average billing from the date of supply to Dec.-2023 was due to no meter in his premises. As the above-stated average billing period bill has not yet 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.

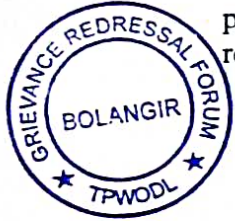
FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1 KW. The consumer has availed power supply since 20th Jun. 2019 and the arrear outstanding upto Jun.-2024 is ₹. 16,360.02p. As complained by the complainant and submission of OP, it is observed by the Forum that,

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



30/07/24

30/07/24



1. The consumer has availed power supply without meter from the date of supply i.e. 20th Jun. 2019 to Dec-2023 which violates CI-97 (ii) of OERC Dist. Conditions of Supply) Code 2019 and 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. Also, a gross negligence of service done by the licensee that though the consumer has availed power supply w.e.f. 20th Jun. 2019 but the 1st bill has been generated on Jul-2023 i.e. after four years. The Forum directed the licensee to take proper care in this regard so that this sort of mistake should not occur in future. The Forum has taken this matter as **Deficiency of Service** by the OP which attracts OERC Regulation.
3. Due to billing with unmetered status, the consumer was served with average bills from the date of supply to Dec.-2023 resulting accumulation of arrear outstanding.
4. In the instant case, it is surprised that the OP has allowed the consumer to avail power supply without meter for more than four years. 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. On scrutiny of the documents, it is observed by the Forum that the average bills raised during no meter 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 initiate bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has recalculated with the consumption and an amount of ₹ 7,258.24p 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 has convinced with the proposed withdrawal amount of ₹ 7,258.24p. Hence, the Forum directed the OP to carry-out the revision proposal which 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.PADHÉE

CO-OPTED MEMBER

P.K.SAHOO

MEMBER (Fin.)

K.B.SAHU

PRESIDENT

Copy to: -

1. Sri Ajaya Kumar Naik, At/Po-Bilaisarda, 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."