



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/ 807⁵

Dated, the 30/08/2024

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

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

1	Case No.	Complaint Case No. BGR/505/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Ananda Sahu, At/Po-Dangabahal, Via-Patnagarh, Dist-Bolangir		912325091586	6370831942
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh		Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	09.08.2024			
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	09.08.2024			
9	Date of Order	30.08.2024			
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 Ghumer

Appeared:

For the Complainant -Sri Ananda Sahu
For the Respondent -Sri Debadatta Mahapatra, S.D.O (Elect.), Patnagarh

Complaint Case No. BGR/505/2024

Sri Ananda Sahu,
At/Po-Dangabahal,
Via-Patnagarh,
Dist-Bolangir
Con. No. 912325091586

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**



ORDER
(Dt.30.08.2024)

During spot hearing at Ghumer consumer camp on dt.09.08.2024 the Complainant Sri Ananda Sahu appeared before the Forum in person and also Sri Debadatta Mahapatra, S.D.O (Elect.), TPWODL, Patnagarh appeared in person as opposite party.

The Complainant bearing consumer no. 912325091586 in his written petition disputed the average basis bills done supported with provisional billings which has led to accumulation of huge arrear. He therefore requested before the Forum to sortout his grievance and to reduce the arrear.

On the other hand the opposite party submitted a billing abstract concerning to the period from November'2020 to July'2024 and admitted the facts stated by the Complainant. He also requested the Forum to do the needful as deemed fit in this regard.

The Forum after due scrutiny of all relevant records placed before it, observed that;

1. Monthly bills were being done on average basis without any meter during the period from November'2020 to September'2021.
2. After some intermittent actual bills provisional bills were done from March'2022 to October'2023.
3. A new meter was installed with Sl. No. TWNX507910 on dt.26.11.2023.
4. The Complainant uses a welding machine of 250 watt as learnt from him.
5. The consumer comes under GP category having a CD of 01 KW.

Keeping the above facts in view the Forum is of the opinion for revision of bills form May'2022 to October'2023 after obtaining monthly average consumption for subsequent six months of the new meter as per rule 155 & 157 of OERC Distribution (Conditions of Supply) Code 2019 with IMR '0' (dt.26.11.2023) and FMR '300' Kwh (May'2024).


CO-OPTED MEMBER


MEMBER (Fin.)


PRESIDENT

The opposite party admitted with the billing dispute for the aforesaid period and during hearing initiated the revision process on spot observing all departmental guidelines. Accordingly, the monthly bills were recalculated and a net amount of Rs.20752.03ps was assessed to be withdrawn from the arrear outstanding. The Complainant was also convinced with the proposed withdrawal of Rs.20752.03ps.

Basing on above observations, Forum passes the following direction as per Regulation of OERC Distribution (Conditions of Supply) Code 2019.

The Forum therefore directed the opposite party to carry out the revisional proposal for withdrawal of Rs.20752.03ps from the arrear outstanding which needs to 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 Ananda Sahu, At/Po-Dangabahal, Via-Patnagarh, 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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."