



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/ 851

Dated, the 06/09/2024

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/515/2024		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Smt. Taruni Rana, For Sri Ramakar Rana, At-Tankarupada, Po-Kholan, Via-Titilagarh, Dist-Bolangir	912133070382	- -
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Titilagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	14.08.2024		
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) <u>155, 157</u> 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	14.08.2024		
9	Date of Order	06.09.2024		
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 Kholan

Appeared:

For the Complainant -Smt. Taruni Rana
For the Respondent -Sri Binay Kumar Panigrahi, S.D.O (Elect.), Titilagarh

Complaint Case No. BGR/515/2024

Smt. Taruni Rana,
For Sri Ramakar Rana,
At-Tankarupada,
Po-Kholan,
Via-Titilagarh,
Dist-Bolangir
Con. No. 912133070382

COMPLAINANT

-Versus-

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

OPPOSITE PARTY



ORDER
(Dt.06.09.2024)

During spot hearing at Kholan consumer camp on dt.14.08.2024 the Complainant Smt. Taruni Rana appeared before the Forum in person and also Sri Binay Kumar Panigrahi, S.D.O (Elect.), TPWODL, Titilagarh appeared in person as opposite party.

The Complainant bearing consumer no. 912133070382 in his written petition disputed provisional and average billing done resulting accumulation of arrear. He therefore requested before the Forum for redressal of his grievance by way of a suitable bill revision.

The opposite party on the other hand submitted a billing abstract concerning to the period from May-June'2015 to July'2024 which reveals that;

1. Average basis bills have been done in two phases.
2. The CD of the premises is of 02 KW under domestic category.
3. The outstanding arrear has gone up to Rs.31835.87ps by month ending July'2024.

He also requested before the Forum to do the needful as deemed fit in this regard.

The Forum after going through all the relevant documents made available before the Forum observed that;

1. Provisional and average basis bills have been raised from May'2017 to December'2019 against meter no. WCV28057.
2. The above defective meter has been replaced on dt.07.12.2019 by a new one bearing no. LW228243.
3. Again average bills are seen to have been done during the period from November'2022 to September'2023 against the defective meter with Sl. No. LW228243.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

4. A new meter has therefore been replaced on dt.21.12.2023 with Sl. No. TWSP5109214 which does still exist in the premises.

Hence, bill revision is required from May'2017 to December'2019 after obtaining average monthly consumption of subsequent six months of the new meter with IMR '0' (IMR on dt.07.12.2019) and CMR '39' (CMR of June'2020).

Further the monthly bills from November'2022 to September'2023 can be revised similarly after obtaining monthly average consumption of subsequent six months of the new meter with IMR '0' (IMR on dt.21.12.2023) and CMR '202' (CMR of June'2024).

The opposite party was agreed with the billing complaint for the above two periods and initiated bill revision process on spot observing all departmental guidelines in this regards after obtaining monthly average consumption of the new meter from subsequent six months with the proposed withdrawal of Rs.11889.26 and Rs.2552.00 respectively. The total being 14442.05 after the Complainant being convinced with the same.

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

The Forum therefore directs the opposite party to carry out the revision proposal with the proposed withdrawal amount of Rs.14442.05ps 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.PADHEE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Smt. Taruni Rana, C/o-Sri Ramakar Rana, At-Tankarupada, Po-Kholan, Via-Titilagarh, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Titilagarh.
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."