



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:-(06652) 235741

E-mail: grfwesco.bgr@rediffmail.com/ Grf.bolangir@tpwesternodisha.com

Bench: Er. Kumuda Bandhu Sahu (President),

Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 856⁵⁹

Dated, the 06/09/2024

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/537/2024		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Biranchi Panda, For Smt. Basanti Panda, At/Po-Gaintala, Dist-Bolangir	911225041377	8658726363
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	22.08.2024		
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) <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	22.08.2024		
9	Date of Order	06.09.2024		
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 Chandanbhati

Appeared:

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

Complaint Case No. BGR/537/2024

Sri Biranchi Panda,
For Smt. Basanti Panda,
At/Po-Gaintala,
Dist-Bolangir
Con. No. 911225041377

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**



ORDER
(Dt.06.09.2024)

During spot hearing at Chandanbhati consumer camp on dt.22.08.2024 the Complainant Sri Biranchi Panda appeared before the Forum in person and also Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, TPWODL, Bolangir appeared in person as opposite party.

The Complainant bearing consumer no. 911225041377 in his written petition disputed the abnormal high consumption of 1591 units raised for the month of July'2024. He therefore requested before the Forum to redress his grievance by way of a suitable bill revision and to reduce the arrears.

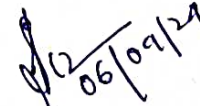
The opposite party on the other hand submitted a billing abstract concerning to the period from January'2021 to July'2024 and admitted the facts stated by the Complainant in this complaint petition dt.22.08.2024. He also requested before the Forum to do the needful as deemed fit in this regard.

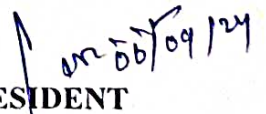
The Forum after going through all the relevant documents made available before the Forum observed that;

1. The CD of the premises is 0.5 KW under domestic category.
2. The arrear outstanding is Rs.9657.58 by month ending July'2024.
3. Bills on actual basis are seen to have been done from the date of power supply to January'2024 with provisional bills thereafter till June'2024 against meter bearing no. 665488 with stuck of meter reading of 9383 Kwh.
4. A new meter is seen to have been replaced on dt.28.02.2024 with meter no. TWSP51132362 but updated on dt.01.08.2024 with a consumption of 1591 units for the month.

The Forum is therefore of the opinion for revision of bill for July'2024 with abnormal consumption of 1591 units.


CO-OPTED MEMBER


MEMBER (Fin.)
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PRESIDENT

The opposite party on the other hand admitted the billing complaint of the Complainant for the aforesaid period during hearing and initiated bill revision process on spot observing all departmental guidelines and an amount of Rs.4779.34ps is to be withdrawn from the arrear outstanding. The Complainant is also convinced with the proposed withdrawal.


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

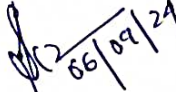
The Forum therefore directs the opposite party to carry out the revision proposal with the proposed withdrawal amount of Rs.4779.34ps which must be reflected in the next bill.

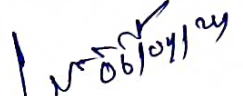
Case is disposed off accordingly.

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. Sri Biranchi Panda, At/Po-Gaintala, 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.”