



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/ 857^G

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/547/2024		
2	Complainant/s	Name & Address Sri Rudramani Meher, At-Malgudampada, Po/Dist-Bolangir	Consumer No 911225290232	Contact No. 9853323425
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) 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	22.08.2024		
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 Chandanbhati

Appeared:

For the Complainant

-Sri Rudramani Meher

For the Respondent

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

Complaint Case No. BGR/547/2024

Sri Rudramani Meher,
At-Malgudampada,
Po/Dist-Bolangir
Con. No. 911225290232

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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 Rudramani Meher 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. 911225290232 in his written petition disputed the wrong billings done even during the disconnection period resulting accumulation of a huge arrear. He therefore requested before the Forum to sortout his grievance and settle the issue once for all.

On the other hand the opposite party submitted a billing abstract concerning to the period from August'2005 to July'2024. He also admitted the facts stated by the Complainant and thus requested 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 1.5 KW under domestic category.
2. The arrear has gone up to the tune of Rs.1, 02, 668.77ps by month ending July'2024.
3. The date of power supply appears to be on dt.08th September'2004.
4. Actual basis bills have been done at the outset with intermittent provisional bills being duly adjusted till August'2011.
5. Further average basis bills have been raised from September'2011 to November'2014 against a meter bearing no. A-1855305.
6. Thereafter a new meter is seen to have been replaced with Sl. No. WESCO3456 during December'2014 with actual and provisional bills with abnormal meter reading from December'2014 to August'2022 which needs a bill revision. 'O' code reading correction done in August'2022 with CMR 19965.
7. Finally, again a new meter with Sl. No. TWST-173234 was installed during April'2024.


CO-OPTED MEMBER


MEMBER (Fin.)


PRESIDENT

Hence, bill revision is required by way of a recast concerning to the period from December'2014 to August'2022 taking abnormal consumption.

The opposite party admitted on being agreed with the billing dispute for the above said period during hearing and initiated bill revision process on spot observing all departmental guidelines. The monthly bills from December'2014 to August'2022 was therefore recasted from the date of meter installation i.e. from December'2014. An amount of Rs.17120.00ps (after adjustment of debit sundry of Rs.53158/-) is to be withdrawn from the outstanding arrear. The Complainant was also convinced with the proposed withdrawal of Rs.17120.00ps.


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 net withdrawal amount of Rs.17120/- which must be reflected in the next bill. Suitable installment is to be granted if the Complainant requests and applies in this regard.

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 Rudramani Meher, At-Malgudampada, Po/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."