



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/ 858

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/548/2024		
2	Complainant/s	Name & Address Sri Janma Banchhor, At-Badighor, Po-Chandanbhati, Dist-Bolangir	Consumer No 911225250109	Contact No. - -
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 Janma Banchhor

For the Respondent

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

Complaint Case No. BGR/548/2024

Sri Janma Banchhor,
At-Badighor,
Po-Chandanbhati,
Dist-Bolangir
Con. No. 911225250109

- **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 Janma Banchhor 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. 911225250109 in his written petition disputed the huge arrear arising of wrong billings. He therefore requested before the Forum to sortout his grievance by reducing the arrear by way of a suitable bill revision.

The opposite party on the other hand submitted a billing abstract concerning to the period from December'2005 to July'2024 and admitted the facts stated by the Complainant. He also requested before the Forum to dispose off the case 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. Average basis bills have been done from April'2011 to December'2019 against a defective meter with Sl. No. 1857104A with stuck of reading at 3392 Kwh.
3. A new meter bearing no. LW524579 is seen to have been replaced on 22nd December'2019 and thereafter actual billings have been done.
4. The arrear outstanding is Rs.50357.89ps by month ending July'2024.

Hence, bill revision is required for the average billings from April'2011 to December'2019.

The opposite party was also agreed with the billing dispute raised by the Complainant and initiated bill revision process on spot observing all departmental guidelines. Accordingly the monthly bills were recalculated with the consumption and a net amount of Rs.47633.32ps is to be withdrawn from the outstanding arrear.


CO-OPTED MEMBER


MEMBER (Fin.)


PRESIDENT

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.47633.32ps 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
K.S.PADHEE
CO-OPTED MEMBER

06/09/24
P.K.SAHOO
MEMBER (Fin.)

06/09/24
K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Janma Banchhor, At-Badighor, Po-Chandanbhati, 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."