



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/ 860

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/554/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Lachhman Deep, At-Dudkamunda, Po-Nagaon (A), Dist-Bolangir		911312120293	7606035890
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Loisingha		Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	23.08.2024			
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	23.08.2024			
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 Kendumundi

Appeared:

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

Complaint Case No. BGR/554/2024

Sri Lachhman Deep,
At-Dudkamunda,
Po-Nagaon (A),
Dist-Bolangir
Con. No. 911312120293

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**



ORDER
(Dt.06.09.2024)

During spot hearing at Kendumundi consumer camp on dt.23.08.2024 the Complainant Sri Lachhman Deep appeared before the Forum in person and also Sri Abanikanta Maharana, S.D.O (Elect.), TPWODL, Loisingha appeared in person as opposite party.

The Complainant bearing consumer no. 911312120293 in his written petition disputed the wrong billings done resulting abnormal hike in arrears. He therefore requested before the Forum to resolve his issue by way of a bill revision.

The opposite party on the other hand submitted a billing abstract concerning to the period from September'2015 to July'2024 and agreed with the complaint raised by the Complainant. He also 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 below 01 KW under domestic load.
2. The arrear outstanding has gone up to the tune of Rs.22622.30ps by month ending July'2024.
3. Provisional bills have been done from April'2015 with some intermittent actual bills showing abnormal consumption till January'2023 against the old meter with Sl. No. 4561989.
4. Thereafter actual bills are seen to have been raised till July'2024.

The Forum is therefore of the opinion for revision of abnormal bills by way of a recast to afford admissible relief to the Complainant.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

The opposite party was agreed with the billing complaint of the Complainant and initiated revision process on spot observing all departmental guidelines. The monthly bills were recasted form the date of meter installation till meter replacement. An amount of Rs.5225.31ps was calculated to be withdrawn from the arrear bill. The Complainant was also convinced with the proposed withdrawal of Rs.5225.31ps from the arrear outstanding.

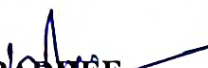
Basing on above observations, Forum passes the following direction as per Regulation of OERC Distribution (Conditions of Supply) Code 2019.

The Forum therefore directs the opposite party to carry out the revision proposal with the proposed withdrawal amount of Rs.5225.31ps 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 Lachhman Deep, At-Dudkamunda, Po-Nagaon (A), Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Loisingha.
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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."