

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/ 861

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/557/2024		
2	Complainant/s	Name & Address Sri Bhakta Gahir, At-Haldipadar, Po-Budula, Dist-Bolangir	Consumer No 911312120498	Contact No. 9178811276
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 <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) 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 <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>
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 Bhakta Gahir

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

Complaint Case No. BGR/557/2024

Sri Bhakta Gahir,
At-Haldipadar,
Po-Budula,
Dist-Bolangir
Con. No. 911312120498

-

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 Bhakta Gahir 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. 911312120498 in his written petition disputed the average billings done resulting a considerable arrear. He therefore requested the Forum to sortout his grievance and reduce 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 November'2018 to July'2024 which reveals that average basis bills have been raised during the period from October'2018 to January'2021 due to billing with defective meter. He therefore 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 01 KW under domestic load.
2. The arrear outstanding has gone up to Rs.18052.18ps by month ending July'2024.
3. Average bills have been done during October'2018 to January'2021 with defective meter being affixed in the premises.
4. A meter bearing Sl. No. LW395432 has been installed in the premises on 9th January'2021.
5. Subsequent bills after the meter installation are seen to have been done on actual meter reading basis till to date.

Hence, bill revision is required for the average bills concerning to the period from October'2018 to January'2021.

W. M. S.
CO-OPTED MEMBER

06/09/24
MEMBER (Fin.)

06/09/24
PRESIDENT

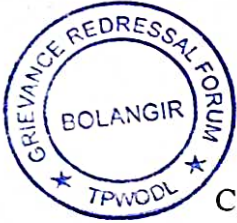
The opposite party agreed with the billing dispute and initiated the revision process on spot observing all departmental guidelines and an amount of Rs.12151.40ps is calculated to be withdrawn from the arrear outstanding. The Complainant was also convinced with the proposed withdrawal of Rs.12151.40ps from the arrear bill.

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.12151.40ps 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.



[Signature]
K.S.PADHEE
CO-OPTED MEMBER

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

[Signature]
06/09/24
K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Bhakta Gahir, At-Haldipadar, Po-Budula, 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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."