



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/ 862⁵

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/558/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Seshadev Bishi, At-Haldipadar, Po-Budula, Dist-Bolangir		911312120520	8458066072
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) <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	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 Seshadev Bishi
For the Respondent -Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir

Complaint Case No. BGR/558/2024

Sri Seshadev Bishi,
At-Haldipadar,
Po-Budula,
Dist-Bolangir
Con. No. 911312120520

- **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 Seshadev Bishi 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. 911312120520 in his written petition disputed the average basis billing done due to defective meter. He therefore requested before the Forum to resolve the billing dispute by way of a suitable 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;

1. Average billings have been done from November'2018 to January'2021 due to unmetered supply to the premises.
2. A new meter has been installed on 12th January'2021 having SL. No. LW509735.
3. Thereafter actual billings are seen to have been done with intermittent provisional bills being duly adjusted.

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 01 KW under domestic load.
2. The arrear outstanding has gone up to Rs.13206.09ps by month ending July'2024.
3. The monthly bills from the date of power supply i.e. from November'2018 to December'2020 have been raised without a meter and a meter is seen to have been installed during January'2021.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Hence, bill revision is required from the date of power supply i.e. dt.20.10.2018 to January'2021 after obtaining monthly average consumption of subsequent six month of the new meter with IMR '0' (IMR of January'2021) and CMR '110' (CMR of July'2021).

The opposite party admitted with the billing dispute for the above said period and during hearing he initiated bill revision process on spot observing all departmental guidelines. Accordingly, the monthly bills have been recalculated with the consumption and a net amount of Rs.10, 857.62ps is to be withdrawn from the arrear outstandings. The Complainant was 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.10857.62ps 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 Seshadev Bishi, 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."