



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/ 864⁵

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/561/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Satrugan Gahir, For Sri Nrupa Gahir, At-Haldipadar, Po-Budula, Dist-Bolangir	911312120489	9938843611	
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 Satrugan Gahir

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

Complaint Case No. BGR/561/2024

Sri Satrugan Gahir,
For Sri Nrupa Gahir,
At-Haldipadar,
Po-Budula,
Dist-Bolangir
Con. No. 911312120489

- **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 Satrugan 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. 911312120489 in his written petition disputed the average basis bills done prior to installation of the existing meter. He therefore requested the Forum to resolve the case 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 i.e. from the date of power supply to July'2024, which reveals that;

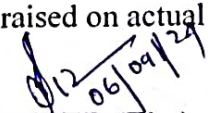
1. The CD of the premises is of 1.00 KW under domestic category.
2. The arrear outstanding has gone up to Rs.17145.20ps by month ending July'2024.
3. Average basis bills have been raised having without any meter during the period from October'2018 to January'2021.
4. A new meter bearing no. LW437967 has been installed in the premises on dt.10.01.2021.

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 initial power supply appears to have been on 20th October'2018.
2. Actually average basis bills have been done from the date of power supply to January'2021.
3. A new meter is seen to have been installed during January'2021 i.e. on dt.10.01.2021 having Sl. No. LW437967.
4. Thereafter subsequent bills have been raised on actual meter reading till to date.


CO-OPTED MEMBER


MEMBER (Fin.)
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PRESIDENT

In view of the above, bill revision is required for revision of bills done on average basis from October'2018 to January'2021 with IMR '0' (IMR on dt.10.01.2021) and CMR '111' (CMR of July'2021).

The opposite party admitted with the billing dispute for the aforesaid period. During hearing he initiated bill revision on spot observing departmental guidelines. Accordingly, the monthly bills has been recalculated with the consumption and a net amount of Rs.13500.16 is to be withdrawn from the arrear outstanding. The Complainant was also convinced with the proposed withdrawal of Rs.13500.16ps form the arrear.

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.13500.16ps 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 Satrugan 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."