



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/ 1072

Dated, the 30/11/2024

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/658/2024																											
2	Complainant/s	Name & Address Sri Manoj Kumar Sai, For Late Soumitri Sai, At/Po-Bubel, Dist-Bolangir		Consumer No 915103051350	Contact No. 7008773055																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Sonapur		Division Sonapur Electrical Division, TPWODL, Sonapur																									
4	Date of Application	03.10.2024																											
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) –</td></tr></table>				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) –		
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6	Section(s) of Electricity Act, 2003 involved																												
7	OERC Regulation(s) with Clauses	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) 155, 157</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause</td></tr><tr><td>6. Others</td></tr></table>				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																		
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8	Date(s) of Hearing	03.10.2024																											
9	Date of Order	30.11.2024																											
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 Dumerbahal

Appeared:

For the Complainant -Sri Manoj Kumar Sai
For the Respondent -Sri Bibekananda Dikshit, S.D.O (Elect.), Sonepur

Complaint Case No. BGR/658/2024

Sri Manoj Kumar Sai,
For Late Soumitri Sai,
At/Po-Bubel,
Dist-Sonepur
Con. No. 915103051350

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY



ORDER
(Dt.30.11.2024)

During spot hearing at Dumerbahal consumer camp on dt.03.10.2024 the Complainant Sri Manoj Kumar Sai appeared before the Forum in person and Sri Bibekananda Dikshit, S.D.O (Elect.), TPWODL, Sonepur also appeared as opposite party.

The Complainant bearing consumer no. 915103051350 in his written petition disputed over the average billing done particularly for the period from October'2011 to till date. He however requested before the Forum to sortout his grievance by way of a suitable bill revision.

On the other hand the opposite party submitted a billing abstract concerning to the period from January-February'2001 to October'2024 along with a PVR drawn on dt.08.10.2024 which reveals that average billing has been raised during the period from November'2011 against meter no. 1922119 and the meter has no display. He is also of the opinion for revision of bills for the above period after installation of a new meter and on obtaining of subsequent six months average consumption. He also requested the Forum to do the needful as deemed fit in this regard.

The Forum after going through all the relevant records placed before it observed that;

1. The CD of the premises is of 3.5 KW under domestic category.
2. Average basis bills have been raised from November'2011 to date against meter no. 1922119 of Elymer make.
3. A new meter bearing Sl. No. TWST1779036 is seen to have been replaced during 06th November'2024.
4. The arrear has gone upto Rs.100112.58ps by month ending October'2024.
5. Regular monthly payment is not noticed since November'2011. However, the opposite party is of the opinion for revision of bill pertaining to the above period after obtaining monthly average consumption of subsequent six months of the new meter.
6. Keeping the above observation in view and request of the opposite party the Forum is of the opinion for revision of bills as per OERC norms.

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 average basis bills from November'2022 to October'2024 (restricted to two years) are to be revised after obtaining monthly average consumption of subsequent six months of the new meter by considering IMR '0' (IMR on dt.06.11.2024) and FMR of May'2025.

Case is disposed off accordingly.

Compliance report must be submitted to the Forum by the opposite party within six months after receipt of GRF order otherwise it will be treated as non-compliance.



K.S.PADILEE
CO-OPTED MEMBER

P.K.SAHOO
MEMBER (Fin.)

K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Manoj Kumar Sai, At/Po-Bubel, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Sonapur.
3. DFM/ AFM/ JFM, Sonapur Electrical Division, TPWODL, Sonapur.
4. Superintending Engineer, Electrical Circle, TPWODL, Bolangir.
5. Chief Legal, Head Quarter Office, TPWODL, Burla.

The order is also available at TPWODL Web site : tpwesternodisha.com → customer zone → Grievance Redressal Forum → BOLANGIR → (GRF CASE NO.)

"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."