



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/ 1017

Dated, the 29/10/2024

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/666/2024																																			
2	Complainant/s	Name & Address Sri Chinmaya Sarangi, For Sri Bijaya Kumar Sarangi, At/Po-Kamira, Dist-Sonepur		Consumer No 915203053157	Contact No. 9556534790																																
3	Respondent/s	Name S.D.O (Elect.), TPWODL, B.M.Pur		Division Sonepur Electrical Division, TPWODL, Sonepur																																	
4	Date of Application	05.10.2024																																			
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td></td><td>2. Billing Disputes</td><td>√</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td></td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td></td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td></td><td>8. Metering</td><td>√</td></tr><tr><td>9. New Connection</td><td></td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td></td><td>12. Shifting of Service Connection & equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td></td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="4">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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6. Others																																					
8	Date(s) of Hearing	05.10.2024																																			
9	Date of Order	29.10.2024																																			
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 B.M.Pur

Appeared:

For the Complainant -Sri Chinmaya Sarangi
For the Respondent -Sri Soumya Ranjan Das, S.D.O (Elect.), B.M.Pur

Complaint Case No. BGR/666/2024

Sri Chinmaya Sarangi,
For Sri Bijaya Kumar Sarangi,
At/Po-Kamira,
Dist-Sonepur
Con. No. 915203053157

COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division,
TPWODL, B.M.Pur

OPPOSITE PARTY



ORDER
(Dt.29.10.2024)

During spot hearing at B.M.Pur consumer camp on dt.05.10.2024 the Complainant Sri Chinmaya Sarangi appeared before the Forum in person and Sri Soumya Ranjan Das, S.D.O (Elect.), TPWODL, B.M.Pur appeared as opposite party.

The Complainant bearing consumer no. 915203053157 in his written petition disputed the billings done during the period from February-March'2001 to May'2005 where the power supply was being availed without installation of meter in the premises. He therefore requested before the Forum for revision of wrong bills done and to redress his grievance.

On the other hand the opposite party submitted a billing abstract concerning to the period from February-March'2001 to August'2024 and admitted the facts stated by the Complainant. Thus he also requested the Forum to do the needful as deemed fit in this regard.

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

1. The billing from February-March'2001 to May'2005 appears to have been given without a meter resulting average billings done during the period.
2. A meter with SL. No. 1927808 is seen to have been installed during June'2005 which has continued till January'2015.
3. Further, a new meter has subsequently been replaced with SL. No. 2860112 which is continuing till to date with actual basis billings.

Keeping the above facts in view the Forum is of the opinion for revision of monthly bills for the without meter period from February-March'2001 to May'2005 following the norms of the regulation. On the other hand the opposite party admitted with the billing dispute to the above said period. During hearing the opposite party initiated bill revision process on spot observing

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

departmental guidelines. Accordingly, the monthly bills were recalculated and a net amount of Rs.8543.60 is to be withdrawn from the arrear outstanding. The Complainant was also convinced with the proposed withdrawal of Rs.8543.60.

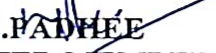
Basing on above observations, Forum passes the following direction as per Regulation of OERC Distribution (Conditions of Supply) Code 2019.



As the opposite party recalculated the disputed billing period and the Complainant has also convinced with the proposed withdrawal amount of Rs.8543.60ps, the Forum directed the opposite party to carryout the revision proposal and to reflected in the next bill.

Case is disposed off accordingly.

Compliance report must be submitted to the Forum by the opposite party within four months 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 Chinmaya Sarangi, At/Po-Kamira, Dist-Sonepur.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, B.M.Pur.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
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."