



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/ 1024

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/692/2024																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Akhil Nag, At-Haldipadar, Po-Budula, Via-Agalpur, Dist-Bolangir		911312120485	9692631040																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Loisingha		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	21.10.2024																											
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	21.10.2024																											
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 Agalpur

Appeared:

For the Complainant -Sri Akhil Nag

For the Respondent -Sri Abanikanta Maharana, S.D.O (Elect.), Loisingha

Complaint Case No. BGR/692/2024

Sri Akhil Nag,
At-Haldipadar,
Po-Budula,
Via-Agalpur,
Dist-Bolangir
Con. No. 911312120485

COMPLAINANT

-Versus-

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

OPPOSITE PARTY



ORDER
(Dt.29.10.2024)

During spot hearing at Agalpur consumer camp on dt.21.10.2024 the Complainant Sri Akhil Nag appeared before the Forum in person and Sri Abanikanta Maharana, S.D.O (Elect.), TPWODL, Loisingha appeared as opposite party.

The Complainant bearing consumer no. 911312120485 in his written petition disputed the average billings done during the period from October'2018 to January'2021. He therefore requested before the Forum for withdrawal of such wrong billings by way of a suitable bill revision.

On the other hand the opposite party submitted a billing abstract concerning to the period from October-November'2018 to September'2024. He also admitted to the facts stated by the Complainant as regards to the average billings done during the period from October'2018 to January'2021 where the power supply had been given without a meter. 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 1.0 KW domestic load.
2. The power supply is seen to have been given to the premises under Soubhagya Scheme without fixing a meter for recording of periodical consumption from October'2018 to January'2021, which violates Clause 97 of the OERC Regulation 2019.
3. The date of power supply is dt.20.10.2018.
4. A new meter is seen to have been installed bearing Sl. No.LW 437977 during January'2021.

The Forum in view of the above facts is of the opinion for revision of bills as per norms of the regulation. The opposite party also admitted with the billing dispute for the aforesaid period, initiated the bill revision process on spot during hearing observing all departmental guidelines.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Accordingly, the monthly bills have been recalculated and an amount of Rs.9856.64ps is to be withdrawn from the arrear outstanding. The Complainant was also convinced with the proposed withdrawal of Rs.9856.64ps

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

The opposite party is directed to carry out the revision proposal concerning to the period from October'2018 to January'2021 with IMR '182' Kwh (IMR of October'2022) and FMR '543' (CMR of March'2023) with a withdrawal amount of Rs.9856.64ps which needs to 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 Akhil Nag, At-Haldipadar, Po-Budula, Via-Agalpur, 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.

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."