



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/ 1027

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/695/2024																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Amrutlal Gadtia, At-Jharbandhli, Po-Agalpur, Dist-Bolangir		911312060742	7735868944																								
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 Amrutlal Gadtia

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

Complaint Case No. BGR/695/2024

Sri Amrutlal Gadtia,
At-Jharbandhli,
Po-Agalpur,
Dist-Bolangir
Con. No. 911312060742

-

COMPLAINANT

-Versus-

-

OPPOSITE PARTY

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



ORDER

(Dt.29.10.2024)

During spot hearing at Agalpur consumer camp on dt.21.10.2024 the Complainant Sri Amrutlal Gadtia 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. 911312060742 in his written petition disputed the average bills done during the period from October'2021 to June'2022. He therefore requested before the Forum to sortout his problem by way of a suitable bill revision.

The opposite party on the other hand submitted a billing statement pertaining to the period from December-January'2014 to September'2024 and admitted the facts stated by the Complainant. 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 2.00 KW under domestic load.
2. Average basis bills have been served from October'2021 to June'2022 against a defective meter bearing no. 8176762.
3. A new meter has subsequently been replaced with Sl. No. TPWODL1013635 during June'2022 i.e. dt.29.06.2022.
4. Monthly bills onwards from June'2022 have seen to be revised under actual reading.

The forum is therefore of the opinion for revision of wrong average bills as per OERC norms.

The opposite party also admitted the billing dispute for the aforesaid period from October'2021 to June'2022 and initiated bill revision process on spot observing all departmental

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT

guidelines. Accordingly, the monthly bills were recalculated with the consumption and an amount of Rs.2406.12ps is to be withdrawn from the arrear outstanding. The Complainant was also convinced with the proposed withdrawal of Rs.2406.12ps from the arrear bill.

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'2021 to June'2022 with IMR '0' (IMR on dt.29.06.2022) and FMR '475' (CMR of December'2022) with a withdrawal amount of Rs.2406.12ps 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 Amrutlal Gadtia, At-Jharbandhli, Po-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."