

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/ 265

Dated, the 28/02/2024

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/100/2024		
2	Complainant/s	Name & Address Sri Seuji Naik, For Late Sanjaya Naik, At-Silatimunda, Po-Sargaj, Dist-Sonepur	Consumer No 915103101525	Contact No. 9937603234
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Sonepur	Division Sonepur Electrical Division, TPWODL, Sonepur	
4	Date of Application	05.02.2024		
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	05.02.2024		
9	Date of Order	28.02.2024		
10	Order in favour of	Complainant	√	Respondent
11	Details of Compensation awarded, if any.	Nil	Others	

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Dubula

Appeared:

For the Complainant -Sri Seuji Naik
For the Respondent -Sri Bibekananda Dikshit, S.D.O (Elect.), Sonapur

Complaint Case No. BGR/100/2024

Sri Seuji Naik,
For Late Sanjaya Naik,
At-Silatimunda,
Po-Sargaj,
Dist-Sonapur
Con. No. 915103101525

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY



ORDER
(Dt.28.02.2024)

During spot hearing at Dubula consumer camp on dt.05.02.2024 the Complainant Sri Seuji Naik appeared before the Forum in person and Sri Bibekananda Dikshit, S.D.O (Elect.), TPWODL, Sonapur also appeared as opposite party.

The Complainant bearing consumer no. 915103101525 disputed the average bills raised prior to actual power supply i.e. on dt.28.11.2021. He therefore requested before the Forum for withdrawal of such average bills prior to actual power supply to the premises.

The opposite party on the other hand submitted a billing abstract concerning to the period from August-September'2018 to December'2023 along with a PVR dt.05.02.2024 which indicates that;

- Average basis bills have been raised during the period from August-September'2018 to December'2023 against a meter with Sl. No. 889221 which is running ok and normal with CMR 5233 Kwh as on dt.05.02.2024.
- The consumer comes under domestic category.

He also requested the Forum to do the needful in this regard as deemed fit.

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

- Power supply seen to have been given on dt.05.07.2018ss but bills being generated from dt.05.07.2018.
- Average basis bills have been done from the date of power supply to till date.

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


CO-OPTED MEMBER

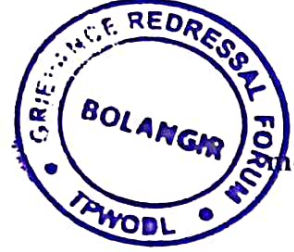

MEMBER (Fin.)



PRESIDENT

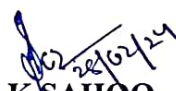
- 1) The monthly bills form date of power supply to January'2024 are to be revised with IMR '0' (IMR on dt.05.07.2018) and FMR '5233' (CMR of dt.04.02.2024).
- 2) The meter protocol is to be updated immediately.

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 Seuji Naik, At-Silatimunda, Po-Sargaj, Dist-Sonepur.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Sonepur.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."