

GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:-(06652) 235741

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Bench: Er. Kumuda Bandhu Sahu (President),

Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

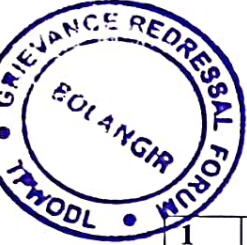
Memo No.GRF/BGR/Order/ 266^B

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/101/2024		
2	Complainant/s	Name & Address Sri Premananda Rana, For Sri Iswar Rana, At-Tithipali, Po-Bramhani, Via-Tarbha, Dist-Sonepur	Consumer No 915103130541	Contact No. 9668435309
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	Others
11	Details of Compensation awarded, if any.	Nil		

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Dubula

Appeared:

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

Complaint Case No. BGR/101/2024

Sri Premananda Rana,
For Sri Iswar Rana,
At-Tithipali,
Po-Bramhani,
Via-Tarbha,
Dist-Sonepur
Con. No. 915103130541

- **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 Premananda Rana 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. 915103130541 disputed the wrong billing done resulting accumulation of arrear to the tune of Rs.1,26,147.28 by month ending December'2023. He therefore requested before the Forum to settle his grievance by way of an appropriate bill revision.

On the other hand the opposite party submitted a billing abstract concerning to the period from November-December'2012 to December'2023 which indicates that provisional and average billings have been raised from January-February'2015 to February'2019. The intermittent provisional bills have been adjusted properly. He also requested the Forum to do the needful as deemed fit in this regard.

The Forum after going through such records produced before it, observed that;

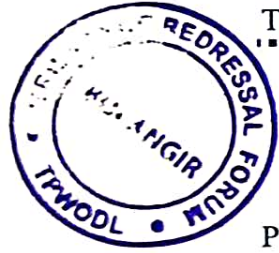
- 1) Provisional and average bills have been done from January'2015 to February'2019 against a meter bearing no. 630263.
- 2) The above defective meter is seen to have been replaced with a new one having Sl. No. LW335599 during March-April'2019.
- 3) Abnormal consumption pattern is noticed against the existing consumer for 5765, 5343, 2629, 1900, 3009 units etc in different months.


CO-OPTED MEMBER


MEMBER (Fin.)

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PRESIDENT

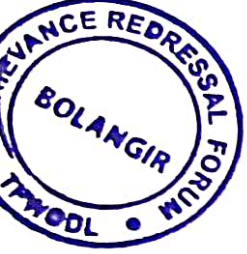


Basing on above observations, Forum passes the following direction as per Regulation of OERC Distribution (Conditions of Supply) Code 2019.

- 1) The monthly bills from March-April'2019 to March'2023 are to be revised with I MR '0' (IMR of March-April'2019) and FMR '20414' (CMR of March'2023).
- 2) The bills form January-February'2015 to January-February'2019 could not be taken up for revision which may not benefited to the consumer by any financial relief.


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 Premananda Rana, At-Tithipali, Po-Bramhani, Via-Tarbha, 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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."