

# 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),

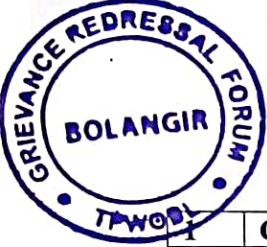
Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 257

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/103/2024		
2	Complainant/s	Name & Address Sri Pabitra Sa, For Sri Kamapal Sa, At-Purunapani, Po-Dubula, Dist-Sonepur	Consumer No 915103100330	Contact No. 9937226834
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 Pabitra Sa  
**For the Respondent** -Sri Bibekananda Dikshit, S.D.O (Elect.), Sonapur

**Complaint Case No. BGR/103/2024**

Sri Pabitra Sa,  
For Sri Kamapal Sa,  
At-Purunapani,  
Po-Dubula,  
Dist-Sonapur  
Con. No. 915103100330

- 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 Pabitra Sa 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. 915103100330 disputed the wrong billing done even after installation of a new meter. He therefore requested before the Forum to redress his grievance by way of a suitable bill revision.

On the other hand the opposite party submitted a billing abstract concerning to the period from December'2008 to December'2023. He also requested the Forum to do the needful as deemed fit in this regard.

The Forum after going through the records made available before it, observed that;

- 1) Actual basis bills were being raised from December'2008 to December-January'2015 against a meter bearing no. 317399.
- 2) Thereafter average basis bills were generated from December-January'2015 to till date although the same meter still exists in the premises.
- 3) As per FG meter photo the CMR is seen to be 1399 Kwh on dt.13.01.2024 having meter Sl. No. 301977 where the billing data shows that existing meter no. is 317399.

The Forum during hearing directed the opposite party to submit a PVR with meter details with its date of its installation but till date the required information / data have not been made available before it which is really disgusting.

  
CO-OPTED MEMBER

  
MEMBER (Fin.)

  
PRESIDENT

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

- 1) The meter protocol is to be uploaded immediately with meter no. 301977.
- 2) The average basis bills from January'2022 to December'2023 are to be revised as per IMR '1399' (IMR on dt.13.01.2024) and FMR of July'2024.

Case is disposed off accordingly.

Compliance report must be submitted to the Forum by the opposite party within six months after receipt of GRF order otherwise it will be treated as non-compliance.



*[Signature]*  
K.S.PADHEE

CO-OPTED MEMBER

*[Signature]*  
P.K.SAHOO

MEMBER (Fin.)

*[Signature]*  
K.B.SAHU  
PRESIDENT

Copy to: -

1. Sri Pabitra Sa, At-Purunapani, Po-Dubula, 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."