

GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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Bench: Er. Kumuda Bandhu Sahu (President),

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

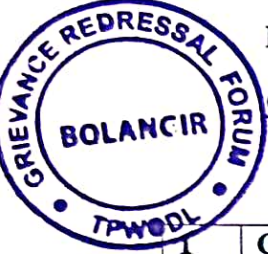
Memo No.GRF/BGR/Order/ 259

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/105/2024		
2	Complainant/s	Name & Address Sri Prakash Dwari, For Sri Himanshu Dwari, At-Antarda, Po-Tarbha, Dist-Sonepur	Consumer No 915103140517	Contact No. 8249936560
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 Prakash Dwari
For the Respondent -Sri Bibekananda Dikshit, S.D.O (Elect.), Sonapur

Complaint Case No. BGR/105/2024

Sri Prakash Dwari,
For Sri Himanshu Dwari,
At-Antarda,
Po-Tarbha,
Dist-Sonepur
Con. No. 915103140517

- **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 Prakash Dwari 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. 915103140517 disputed the wrong billings done and thus requested before the Forum for revision of the same.

On the other hand the opposite party could only submit a billing abstract concerning to the period from January-February'2017 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 have been raised from February'2017 to October'2020 followed by provisional bills from November-December'2020 to September'2021 being duly adjusted.
- 2) Subsequently again provisional bills continued to be generated from November-December'2021 to July'2023 with stuck of reading 8459 against meter no. WUV25724.
- 3) However, a new meter with Sl. No. TWSP510004161 is seen to have been replaced on dt.21.08.2023 which is running ok till date.

The Forum is therefore of the opinion for revision of provisional bills from November-December'2021 to July'2023 after obtaining monthly average consumption of the new meter.

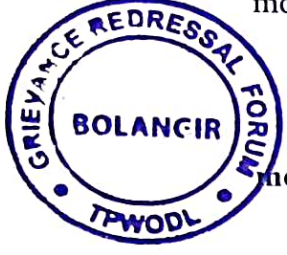
Basing on above observations, Forum passes the following direction as per Regulation of OERC Distribution (Conditions of Supply) Code 2019.


CO-OPTED MEMBER


MEMBER (Fin.)

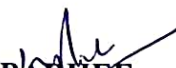

PRESIDENT

The provisional and average bills raised from November-December'2021 to July'2023 are to be revised after obtaining monthly average consumption of the new meter for subsequent six months with IMR '0' (IMR on dt.21.08.2023) and FMR of February'2024.



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 Prakash Dwari, At-Antarda, Po-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."