

GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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

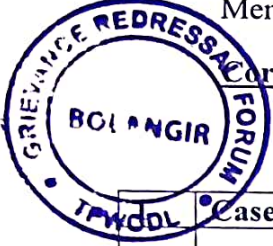
E-mail: grfwesco.bgr@rediffmail.com/ Grf.bolangir@tpwesternodisha.com

Bench: Er. Kumuda Bandhu Sahu (President),

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

Memo No.GRF/BGR/Order/ 269⁶⁹

Dated, the 28/02/2024



Forum:

Er. Kumuda Bandhu Sahu
Sri Prasanta Kumar Sahoo
Sri Krupasindhu Padhee

- President
- Member (Finance)
- Co-Opted Member

Case No.	Complaint Case No. BGR/107/2024				
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Purna Chandra Khamari, For Sri Bholanath Khamari, At/Po-Ankriapadar, Via-R.College, Dist-Sonepur	915103050001	6370197162	
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 Tarbha

Appeared:

For the Complainant -Sri Purna Chandra Khamari
For the Respondent -Sri Bibekananda Dikshit, S.D.O (Elect.), Sonapur

Complaint Case No. BGR/107/2024

Sri Purna Chandra Khamari,
For Sri Bholanath Khamari,
At/Po-Ankriapadar,
Via-R.College,
Dist-Sonepur
Con. No. 915103050001

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**



ORDER
(Dt.28.02.2024)

During spot hearing at Tarbha consumer camp on dt.05.02.2024 the Complainant Sri Purna Chandra Khamari 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. 915103050001 disputed the wrong and abnormally high consumption bills resulting accumulation of a huge arrear. He therefore requested before the Forum for revision of bills and reduce the wrong arrear.

The opposite party on the other hand submitted a billing abstract pertaining to the period from April-May'2018 to December'2023 which shows that;

- 1) Average basis bills have been raised from December-January'2015 to March'2019.
- 2) Long provisional bills are seen to have been done from February-March'2021 to July'2022 having being duly adjusted.
- 3) An abnormal bill for 11407 units have been done during March'2023 with due adjustment.
- 4) However bill for 6728 units seen to have been raised during January'2021 which appears to have not been duly adjusted.

However, he also requested the Forum to do the needful as deemed fit in this regard.

The Forum in its speaking order in view of the abnormal and high trend of consumption pattern, directed the opposite party to test the meter for ascertaining its functional accuracy. But unfortunately opposite party has failed to produce the same before its time and made it available later.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

The PVR indicates that the meter bearing no. LW335456 installed in the premises of the Complainant was tested with a series meter and the consumption of both the meters is found to be same with no variation. The meter status is also reported to be ok and normal with CMR 30630 Kwh as on dt.08.02.2024.

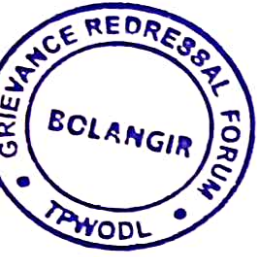
During hearing, it came to the knowledge of the Forum that suppressed reading units have been billed on March'2023. The opposite party has agreed with this and initiate bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has recasted with the consumption and an amount of Rs.5797.54ps is to be withdrawn from the arrear outstanding.


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

The opposite party recasted the bill and the Complainant has convinced with the proposed withdrawal amount of Rs.5797.54ps. Hence, the Forum directed the opposite party to carryout the revision proposal and must 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 Purna Chandra Khamari, At/Po-Ankriapadar, Via-R.College, 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."