

# 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),

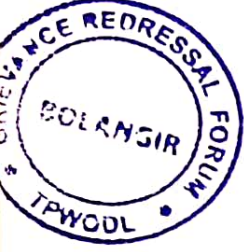
Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 270<sup>51</sup>

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/108/2024		
2	Complainant/s	Name & Address Sri Chandra Sekhar Mishra, For Sri Chamara Patra, At/Po-Tarbha, Purnamasipada, Dist-Sonepur	Consumer No 915103040270	Contact No. 9938613627 8658171861
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 Tarbha

**Appeared:**

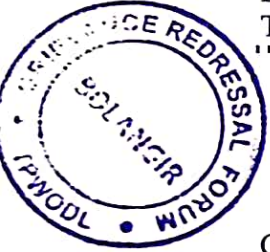
**For the Complainant** -Sri Chandra Sekhar Mishra  
**For the Respondent** -Sri Bibekananda Dikshit, S.D.O (Elect.), Sonapur

**Complaint Case No. BGR/108/2024**

Sri Chandra Sekhar Mishra, - **COMPLAINANT**  
For Sri Chamara Patra,  
At/Po-Tarbha, Purnamasipada,  
Dist-Sonapur  
**Con. No. 915103040270**

**-Versus-**

Sub-Divisional Officer, - **OPPOSITE PARTY**  
Electrical Sub-Division,  
TPWODL, Sonapur



**ORDER**  
**(Dt.28.02.2024)**

During spot hearing at Tarbha consumer camp on dt.05.02.2024 the Complainant Sri Chandra Sekhar Mishra 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. 915103040270 stated that;

- 1) An unauthorised use of electricity was detected on dt.15.04.2023 by the opposite party which was paid on dt.18.04.2023.
- 2) A new meter was replaced on dt.19.04.2023 but thereafter provisional bills raised till September'2023.
- 3) An abnormal consumption has also been seen in the bill for October'2023.

He therefore requested before the Forum to sortout the grievance with a settlement to resolve the issue once for all.

On the other hand the opposite party could only submit a billing abstract pertaining to the period from January-February'2001 to December'2023 which reveals that;

- 1) Average basis bills from July-August'2004 have been done against meter no. 1789876 till October'2012.
- 2) a meter bearing no. 172931 is seen to have been replaced which continued from December'2013 to February'2015 and later another new meter having Sl. No. 8178751 installed during March'2015 which continued till September'2023.
- 3) Finally a new meter has been installed bearing no. TWO2059515 which does still exists in the premises.

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

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

**PRESIDENT**



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

- 1) An inventory is seen to have been drawn on dt.15.04.2023 and the penalty imposed for Rs.9392.00 has been paid on dt.18.04.2023 as per money receipt against meter no. 8178751.
- 2) The date of replacement of the existing meter bearing no. TWO2059515 is not made available to the Forum.
- 3) The meter reading recorded form CMR IS 1201 Kwh which appears to be the entire consumption from the date of meter replacement from April'2023 as per ongoing consumption pattern.


The Forum therefore is of the opinion for revision of bills only from the date of replacement of the existing meter i.e. from April'2023 to October'2023.

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

The bills from dt.19.04.2023 to October'2023 are to be revised with IMR '0' (IMR on dt.19.04.2023) and FMR '1201' (CMR of October'2023).

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 Chandra Sekhar Mishra, At/Po-Tarbha, Purnamasipada, 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."**