

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),

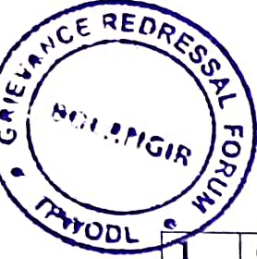
Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 2715

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/110/2024		
2	Complainant/s	Name & Address Sri Prabin Agrawal, At/Po-Tarbha, Nuapada, Dist-Sonepur	Consumer No 915103010177	Contact No. 9437093239
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 Prabin Agrawal
For the Respondent -Sri Bibekananda Dikshit, S.D.O (Elect.), Sonapur

Complaint Case No. BGR/110/2024

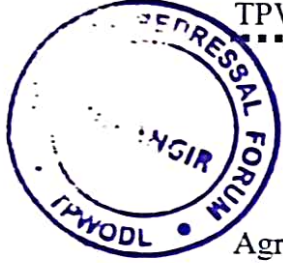
Sri Prabin Agrawal,
At/Po-Tarbha, Nuapada,
Dist-Sonapur
Con. No. 915103010177

- 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 Prabin Agrawal 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. 915103010177 disputed the wrong billings done which has resulted accumulation of a huge arrear. He therefore requested before the Forum for an appropriate bill revision and thereby to redress his grievance.

The opposite party on the other hand submitted a billing abstract concerning to the period from January-February'2001 to December'2023 which reveals that;

1. Actual basis bills have been raised during the period from January'2001 to October'2003 and last two bills from November'2003 to February'2004 on provisional basis against meter no. 22311.
2. A new meter having Sl. No. 1907690 has been replaced during August'2004 with actual bills with intermittent provisional bills.
3. Bills on average basis have been done from May'2011 to October'2012 with stuck meter reading 11870 Kwh and thereafter having provisional and average bills till May'2015.
4. Subsequently, another new meter has been installed bearing no. WCS17068 which exists till December'2023 having long provisional bills.

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

The Forum after going through the documents produced before it, observed that;

- a) Provisional and average bills have been raised from October'2020 to December'2023.
- b) A smart meter appears to have been installed without uploading its protocol to ascertain the CMR with meter status which the opposite party has not submitted despite instruction issued through its speaking order during hearing.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

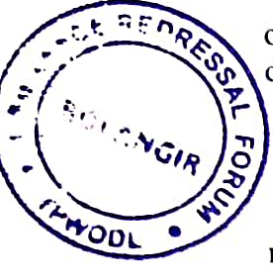
- c) The new meter with Sl. No. TPSP51053208 is reported to have been installed on dt.16.11.2023 as per PVR produced of late with CMR 136 Kwh as on dt.07.02.2024.

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

The provisional bills from November'2021 to October'2023 are to be revised after obtaining monthly average consumption of the new meter by considering IMR '0' (IMR on dt.16.11.2024) and FMR of May'2024.


Case is disposed off accordingly.

Compliance report must be submitted to the Forum by the opposite party within four months 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 Prabin Agrawal, At/Po-Tarbha, Nuapada, 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."