

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/

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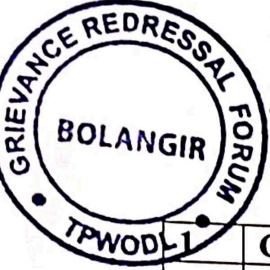
Dated, the

29/01/2024

Corum:

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

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



2	Case No.	Complaint Case No. 1145/2023		
2	Complainant/s	Name & Address Sri Chandrakanta Mishra, For Smt. Basanti Mishra, At/Po-Jogisarda, Dist-Bolangir	Consumer No 911001025072	Contact No. 9658030619
3	Respondent/s	Name EE, BED, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	04.12.2023		
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	28.12.2023	11.01.2024	
9	Date of Order	29.01.2024		
10	Order in favour of	Complainant	<input checked="" type="checkbox"/> Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: GRF, Bolangir

Appeared:

For the Complainant - ABSENT
For the Respondent - Sri Srikanta Satpathy, AFM (Auth. Representative)

Complaint Case No. 1145/2023

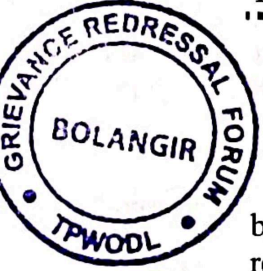
Sri Chandrakanta Mishra,
For Smt. Basanti Mishra,
At/Po-Jogisarda,
Dist-Bolangir
Con. No. 911001025072

- COMPLAINANT

-Versus-

Executive Engineer,
Bolangir Electrical Division,
TPWODL, Bolangir

- OPPOSITE PARTY



**ORDER
(Dt.29.01.2024)**

During hearing on dt.11.01.2024 the Complainant Sri Chandrakanta Mishra did not appear before the Forum whereas Sri Srikanta Satpathy, AFM, BED, Bolangir appeared as authorised representative of opposite party.

The Complainant bearing consumer no. 9110 0102 5072 disputed through his written complaint on raising of average billing done where as the power supply was not in use. 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 November'2020 to November'2023 along with a written version dt.28.12.2023 i.e. during the 1st hearing where the Complainant was not present. However opposite party in his version stated that;

1. The power supply to the premises concerned has been given on dt.20.07.2020.
2. Billing was being done on load factor basis till April'2022.
3. A new meter with SL. No. TPU41786 was installed on dt.02.06.2022 but the billing has not been done from May'2022 to September'2022.
4. Actual reading has been entered but wrongly for 3853 units during November'2022.

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

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

1. The CD of the premises is 2.5 KW as per record.
2. The arrears stands against the consumer for Rs.8713.23 by month ending December'2023.
3. A new meter is seen to have been installed on dt.02.06.2022.
4. The other part of bill revision from August'2021 to April'2022 is not required which may go upward.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

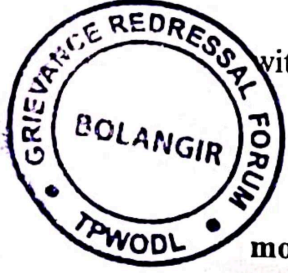
5. However, the opposite party during hearing took up the bill revision process after being agreed on by the Complainant where Rs.5895/- is to be withdrawn on revision of bills from June'2022 to November'2022.

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

The bill revision from June'2022 to November'2022 is to be finalised with proposed withdrawal of Rs.5895/- which need to 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.R.SAHU

PRESIDENT

Copy to: -

1. Sri Chandrakanta Mishra, At/Po-Jogisarda, Dist-Bolangir.
2. Executive Engineer, Bolangir Electrical Division, TPWODL, Bolangir.
3. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
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."