

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/ 91⁵⁹

Dated, the 29/01/2024

Corum:

Er. Kumuda Bandhu Sahu

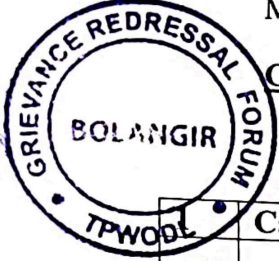
- President

Sri Prasanta Kumar Sahoo

- Member (Finance)

Sri Krupasindhu Padhee

- Co-Opted Member



Case No.	Complaint Case No. 1155/2023				
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Sashi Bhusan Kheti, At-Baghia, Po-Dubula, Dist-Sonepur	915103120029	- -	
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Sonepur	Division Sonepur Electrical Division, TPWODL, Sonepur		
4	Date of Application	05.12.2023			
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) <u>155, 157</u>			
		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	05.12.2023			
9	Date of Order	29.01.2024			
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
For the Respondent

-Sri Sashi Bhusan Kheti
-Sri Bibekananda Dikshit, S.D.O (Elect.), Sonapur

Complaint Case No. 1155/2023

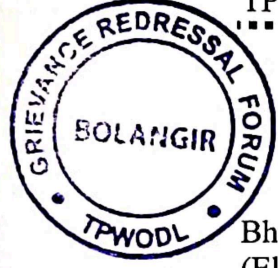
Sri Sashi Bhusan Kheti,
At-Baghia,
Po-Dubula,
Dist-Sonepur
Con. No. 915103120029

COMPLAINANT

-Versus-

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

OPPOSITE PARTY



ORDER
(Dt.29.01.2024)

During spot hearing at Tarbha consumer camp on dt.05.12.2023 the Complainant Sri Sashi Bhusan Kheti appeared before the Forum in person whereas Sri Bibekananda Dikshit, S.D.O (Elect.), TPWODL, Sonapur appeared as opposite party.

The Complainant bearing consumer no. 9151 0312 0029 in his written petition dt.05.12.2023 i.e. during a GRF camp conducted at "Tarbha" disputed the average basis billings done and on abnormal consumption of 6482 units in the monthly bill of August'2021 which has resulted accumulation of arrear to the tune of Rs.107022/- by month ending October'2023. He therefore requested before the Forum to sortout the issue by way of an appropriate bill revision.

On the other hand the opposite party submitted a billing abstract concerning to the period from January'2011 to October'2023 and admitted the facts stated by the Complainant. He also requested the Forum to do the needful in this regard as deemed fit.

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

1. The CD of the premises is 0.5 KW having domestic load.
2. Bills on actual basis have been raised with some intermittent provisional and average bills against meter bearing no. 986567.
3. A new meter with Sl. No. LW221343 has been replaced during February'2019 on raising of average and provisional bills from May'2022. But an abnormal consumption of 6482 units is seen to be there during August'2021 which requires a revision. Also there is provisional and average billings from May-June'2022 to November'2023.
4. The opposite party has failed to submit a PVR as directed in course of hearing.

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

CO-OPTED MEMBER

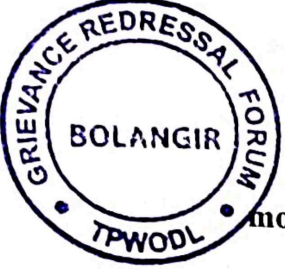
MEMBER (Fin.)

PRESIDENT

1. A new meter is to be installed immediately.
2. The provisional and average bills from May'2022 to till replacement of the new meter are to be revised after obtaining average monthly consumption of subsequent six months of the new meter.
3. As regards to the abnormal consumption of 6482 units during August'2021, the bills are to be recasted from the date of last meter installation i.e. from February'2019 to August'2021 with IMR '01' (IMR of February'2019) and FMR '6712' (CMR of August'2021).

Case is disposed off accordingly.

Compliance report must be submitted to the Forum by the opposite party within seven months after receipt of GRF order otherwise it will be treated as non-compliance.



[Signature]
K.S.PADHEE
CO-OPTED MEMBER

[Signature]
P.K.SAHOO
MEMBER (Fin.)

[Signature]
K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Sashi Bhusan Kheti, At-Baghia, Po-Dubula, 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."