

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/

92⁵⁹

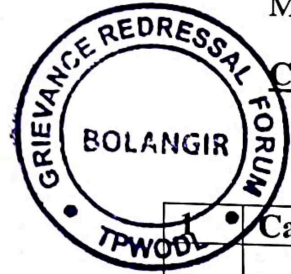
Dated, the

29/01/2024

Corum:

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

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



| | | | | |
|----|--|---|---|---------------------------|
| 1 | Case No. | Complaint Case No. 1158/2023 | | |
| 2 | Complainant/s | Name & Address Sri Pradyumna Kalsai, For Sri Champeswar Kalsai, At-Bhurad, Po-Brahmani, Dist-Sonepur | Consumer No 915103120621 | Contact No. 9827595802 |
| 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) 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 | 05.12.2023 | | |
| 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 -Sri Pradyumna Kalsai
For the Respondent -Sri Bibekananda Dikshit, S.D.O (Elect.), Sonapur

Complaint Case No. 115782023

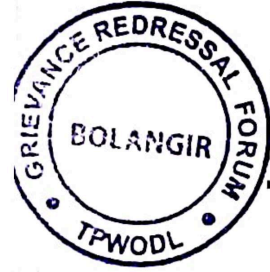
Sri Pradyumna Kalsai,
For Sri Champeswar Kalsai,
At-Bhurad,
Po-Brahmani,
Dist-Sonepur
Con. No. 915103120621

- **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 Pradyumna Kalsai 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 0621 in his written petition dt.05.12.2023 i.e. during a GRF camp conducted at "Tarbha" disputed the abnormal and wrong billings resulting thereby an accumulation of arrear dues to the tune of Rs.74312.32 by month ending October'2023. He therefore requested before the Forum to redress his grievance by way of an appropriate bill revision.

On the other hand the opposite party submitted a billing abstract concerning to the period from January-February'2012 to October'2023. He also 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 of 0.5 KW of domestic load.
2. Monthly bills are seen raised on actual basis from January'2012 to April'2015 and thereafter average basis till February'2019 on 94 units against meter bearing no. 863705.
3. The above defective meter has been replaced by a new one having no. LW193976 during March-April'2019. Bills have been raised on actual basis with intermittent provisional bills being duly adjusted.
4. But bills are being done on abnormal consumption of 2834, 3659, 1417, 3274 & 1581 units in different months for which the Complainant disputes it vehemently hinting the proper accuracy of the meter.

[Signature]
CO-OPTED MEMBER

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MEMBER (Fin.)
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PRESIDENT

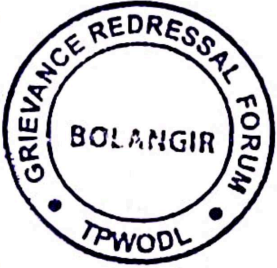
5. Keeping the above facts in view the Forum feels concern over the grievance of the Complainant and directed through its speaking order to test the accuracy of the meter and to submit the report within a week. But unfortunately no response is received from his end to resolve the issue.

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

1. A new meter is to be installed immediately.
2. The energy bills raised to the consumer is to be revised from the date of meter replacement to the preceeding two years as per average of six consecutive billing of new meter under Clause 155 & 157 of OERC regulation 2019.

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

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P.K.SAHOO
MEMBER (Fin.)

[Signature]
K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Pradyumna Kalsai, At-Bhurad, Po-Brahmani, 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."