

# GRIEVANCE REDRESSAL FORUM, BOLANGIR

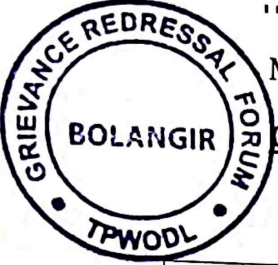
(Infront of Children's Park),

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/

84<sup>5</sup>

Dated, the

29/01/2024

Forum:

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

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

1	Case No.	Complaint Case No. 1218/2023		
2	Complainant/s	Name & Address Sri Dharmaraj Sahu, At-Luchkibahal, Po-Pardhiapali, Via-Kusang, Dist-Bolangir	Consumer No 911212330304	Contact No. 9668517382
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	19.12.2023		
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	19.12.2023		
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 Kusang

**Appeared:**

**For the Complainant** -Sri Dharmaraj Sahu  
**For the Respondent** -Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir

**Complaint Case No. 1218/2023**

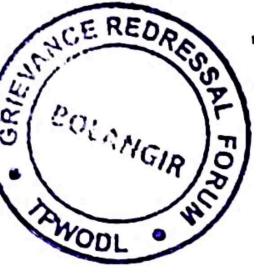
Sri Dharmaraj Sahu,  
At-Luchkibahal,  
Po-Pardhiapali,  
Via-Kusang,  
Dist-Bolangir  
Con. No. 911212330304

- **COMPLAINANT**

-Versus-

Sub-Divisional Officer,  
Electrical Sub-Division, No. II,  
TPWODL, Bolangir

- **OPPOSITE PARTY**



**ORDER**  
**(Dt.29.01.2024)**

During spot hearing at Kusang consumer camp on dt.19.12.2023 the Complainant Sri Dharmaraj Sahu appeared before the Forum in person whereas Sri Sunil Swain, S.D.O (Elect.), No. II, TPWODL, Bolangir appeared as opposite party.

The Complainant bearing consumer no. 9112 1233 0304 in his written petition dt.19.10.2023 i.e. during a GRF camp conducted at "Kusang" disputed a high consumption bill for 1027 units during August'2022. Further he also raised complaint on average billings done prior to installation of existing meter. He finally 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 October'2018 to November'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 date of power supply appears to be during 29<sup>th</sup> September'2018.
2. Bills on actual basis have been raised from October'2018 to August'2022 but with an abnormal consumption of 1027 units during August'2022.
3. Thereafter the meter was found to be stuck with CMR at 2496 having average basis bills raised from September'2022 to February'2023 against meter no. LW027862.
4. The above defective meter has been replaced with a new one during March'2023.
5. The Forum is therefore of the opinion for revision of average bills and bill on abnormal meter reading.

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.)**

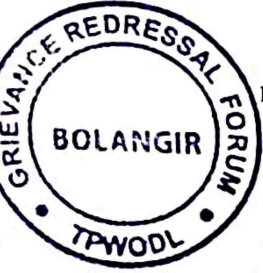
**PRESIDENT**



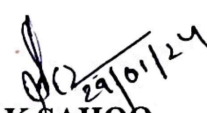
1. The monthly bills are to be revised from the date of power supply i.e. from January'2020 to August'2022 (restricted to two years) with IMR '343' (IMR of January'2020) and FMR '2496' (CMR of August'2022).
2. The average bills from September'2022 to February'2023 are to be revised after obtaining monthly average consumption for subsequent six months of the new meter with IMR '0' (IMR on dt.25.03.2023) and FMR '260' (CMR of August'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 Dharmaraj Sahu, At-Luchkibahal, Po-Pardhiapali, Via-Kusang, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, 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."**