

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)

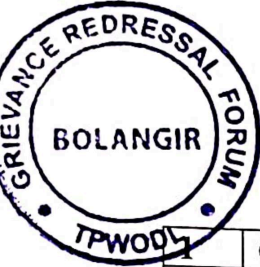
Memo No.GRF/BGR/Order/ 85

Dated, the 29/01/2024

Corum:

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

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



Case No.	Complaint Case No. 1219/2023				
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Bipin Bihari Podh, At/Po-Kusang, Dist-Bolangir	911212160134	6371880379	
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 Bipin Bihari Podh
For the Respondent -Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir

Complaint Case No. 1219/2023

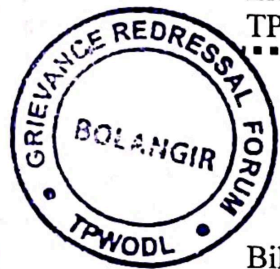
Sri Bipin Bihari Podh,
At/Po-Kusang,
Dist-Bolangir
Con. No. 911212160134

- **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 Bipin Bihari Podh 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 1216 0134 in his written petition dt.19.10.2023 i.e. during a GRF camp conducted at "Kusang" disputed the average billing done prior to installation of the existing meter. He therefore requested before the Forum for revision of such average bills so as to redress his grievance once for all.

The opposite party on the other hand submitted a billing abstract pertaining to the period from June-July'2005 to November'2023. He also requested before 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. Bills have been raised on actual meter reading basis from the beginning to December'2014.
2. Average basis bills have been done from January'2015 to November'2022 against a meter having Sl. No. 8047102.
3. The above defective meter appears to have been replaced by a new one during December'2022 bearing no. 300037559.
4. The Forum is therefore of the opinion for revision of average bills.

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

The monthly average bills from January-February'2015 to November'2022 are to be revised (restricted to preceding two years) i.e. from December'2020 to November'2022 after obtaining average consumption of subsequent six months of the new meter with IMR '65' (IMR of December'2022) and FMR '240' (CMR of May'2023).

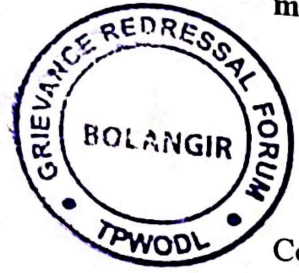
CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

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 Bipin Bihari Podh, At/Po-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."