

GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:-(06652) 235741

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Bench: Er. Kumuda Bandhu Sahu (President),

Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 86⁵¹

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. 1220/2023		
2	Complainant/s	Name & Address Sri Dileswar Jued, For Smt. Kumari Jued, At-Luchkibahal, Po-Pardhiapali, Via-Kusang, Dist-Bolangir	Consumer No 911212330242	Contact No. 7681838339
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) <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	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 Dileswar Jued
For the Respondent -Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir

Complaint Case No. 1220/2023

Sri Dileswar Jued,
For Smt. Kumari Jued,
At-Luchkibahal,
Po-Pardhiapali,
Via-Kusang,
Dist-Bolangir
Con. No. 911212330242

- **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 Dileswar Jued 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 0242 in his written petition dt.19.10.2023 i.e. during a GRF camp conducted at "Kusang" disputed the abnormally high consumption average bills on a defective meter resulting accumulation of a huge arrear from September'2022. He therefore requested before the Forum to;

- Replace a new meter against the defective one.
- Revise the average bills so raised due to defective status of the meter.

On the other hand the opposite party submitted a billing abstract concerning to the period from April'2017 to July'2023 along with a PVR drawn on dt.19.12.2023. He also requested before the Forum to sortout the case by way of a suitable bill revision.

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

- Monthly bills are seen to have been done on actual basis from the beginning to till August'2022 with low consumption units.
- But average basis bills have been raised with abnormal meter consumption from September'2022 against the existing meter having Sl. No. 1366340 which has been installed from the beginning.
- The CD of the premises is of 0.04 KW with CMR 001119 as on dt.19.12.2023.
- The meter status is reported to be ok.

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

The average bills from September'2022 to December'2023 are to be revised with IMR '890' (IMR of September'2022) and FMR '1119' Kwh (CMR of December'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.



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

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

[Signature]
K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Dileswar Jued, 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."