

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/

87⁵

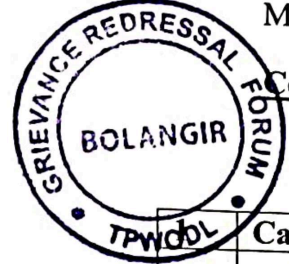
Dated, the

29/01/2024

Forum:

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

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



Case No.	Complaint Case No. 1221/2023						
2	Complainant/s	Name & Address	Consumer No	Contact No.			
		Sri Jaya Krishna Tripathy, For Sri Laxminarayan Tripathy, At/Po-Kusang, Dist-Bolangir	911212160051	9777468150			
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 Jaya Krushna Tripathy
For the Respondent -Sri Srikanta Satpathy, AFM (Auth. Representative)

Complaint Case No. 1221/2023

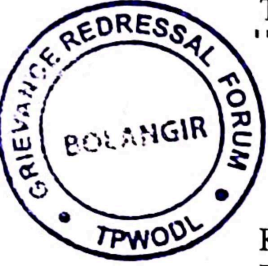
Sri Jaya Krishna Tripathy,
For Sri Laxminarayan Tripathy,
At/Po-Kusang,
Dist-Bolangir
Con. No. 911212160051

- 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 Jaya Kishna Tripathy appeared before the Forum in person whereas Sri Srikanta Satpathy, AFM, BED, Bolangir appeared as authorised representative of opposite party.

The Complainant bearing consumer no. 9112 1216 0051 in his written petition dt.19.10.2023 i.e. during a GRF camp conducted at "Kusang" disputed the average and provisional bills done although a new meter has already been replaced during October'2022. He therefore requested before the Forum for revision of provisional bills and to correct it to actual basis as per new meter.

On the other hand the opposite party submitted a billing abstract concerning to the period from February-March'2001 to November'2023 along with a PVR drawn on dt.19.12.2023 which indicates that a new meter has already been replaced with Sl. No. 3000338867 during October'2022. He therefore requested before the Forum to redress his grievance by way of a suitable bill revision.

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

1. The CD of the premises is 1.5 KW with domestic load.
2. Provisional bills have been done from October'2022 against a meter bearing no. LW277975 despite of replacement of a new meter bearing no. 3000338867 in the said month.
3. The meter status of the new meter is ok with CMR 002061 as on dt.19.12.2023.

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

1. The provisional bills from October'2022 to December'2023 are to be revised with IMR '0' (IMR of October'2022) and FMR '002061' (CMR of December'2023).

CO-OPTED MEMBER

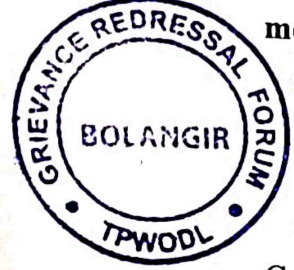
MEMBER (Fin.)

PRESIDENT

2. The meter protocol need to be uploaded immediately.

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 Jaya Krishna Tripathy, 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."