

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),

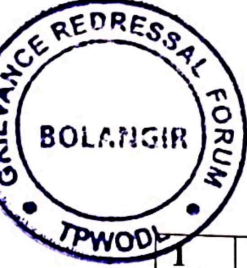
Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasinthu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 88⁵

Dated, the 29/01/2024

Corum: Er. Kumuda Bandhu Sahu
Sri Prasanta Kumar Sahoo
Sri Krupasinthu Padhee

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



1	Case No.	Complaint Case No. 1223/2023		
2	Complainant/s	Name & Address Sri Ananta Kumar Arukh, At-Jharmunda, Po-Pardhiapali, Dist-Bolangir	Consumer No 911212110170	Contact No. 9938278353
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 <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>
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 Ananta Kumar Aruk
For the Respondent -Sri Srikanta Satpathy, AFM (Auth. Representative)

Complaint Case No. 1223/2023

Sri Ananta Kumar Aruk,
At-Jharmunda,
Po-Pardhiapali,
Dist-Bolangir
Con. No. 911212110170

- **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 Ananta Kumar Aruk 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 1211 0170 in his written petition dt.19.10.2023 i.e. during a GRF camp conducted at "Kusang" disputed the average billings done resulting accumulation of arrear of Rs.10214.30 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 May'2010 to October'2023. He also admitted the facts stated by the Complainant on raising of average bills from July'2018 to December'2021 and requested the Forum to sortout the issue once for all.

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

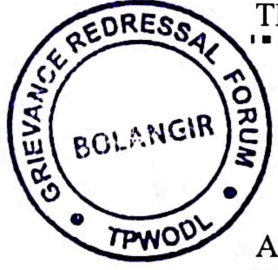
1. The CD of the premises is of 1.5 KW domestic load.
2. Monthly bills were being raised on actual meter reading till June'2018 and thereafter on average basis from July'2018 to December'2021 against meter no. 344588.
3. Subsequently a new meter was replaced having Sl. No. WHL02070 during January'2022 and actual bills have been generated till October'2023.
4. Keeping the above facts in view the Forum is of the opinion to revise the bills raised on average basis.

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 basis bills are to be revised with restricted period of preceeding two years i.e. from January'2020 to December'2021 after obtaining monthly average consumption of subsequent six months of the new meter with IMR '11' (IMR of February'2022) and FMR '113' (CMR of July'2022).

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 Ananta Kumar Arukh, At-Jharmunda, Po-Pardhiapali, 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."