

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/

89⁽⁵⁾

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. 1224/2023				
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Rama Chandra Barik, For Sri Siman Barik, At-Chatabahal, Po-Taliudar, Dist-Bolangir	911212180018	7002114890	
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 Rama Chandra Barik
For the Respondent -Sri Srikanta Satpathy, AFM (Auth. Representative)

Complaint Case No. 1224/2023

Sri Rama Chandra Barik,
For Sri Siman Barik,
At-Chatabahal,
Po-Taliudar,
Dist-Bolangir
Con. No. 911212180018

- **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 Rama Chandra Barik 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 1218 0018 in his written petition dt.19.10.2023 i.e. during a GRF camp conducted at "Kusang" disputed the average billings done along with abnormal high consumption bills resulting accumulation of arrear to the tune of Rs.215917.90 by month ending July'2023. He therefore requested before the Forum to consider reduction of arrears arising out of wrong billings.

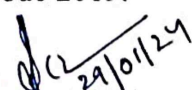
On the other hand the opposite party submitted a billing abstract concerning to the period from December-January'2005 to July'2023. He also admitted the facts stated by the Complainant and thus requested the Forum to do the needful as deemed fit in this regard.

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

1. The date of power supply appears to be during December-January'2005.
2. Bills on actual basis have been done from the date of power supply to April'2013 and subsequently on average basis from May-June'2013 to June'2017 against a meter bearing no. 1950146.
3. A new meter has been replaced during July-August'2017 having Sl. No. WLT055560 on actual basis but with abnormal consumption like 1868, 1117, 5197, 1051, 1356, 2420, 1140 & 9396 units on different point of time.
4. The premises is lying disconnected (without power supply) from December'2022 and onwards with stuck of meter reading at 32035 Kwh.

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


CO-OPTED MEMBER

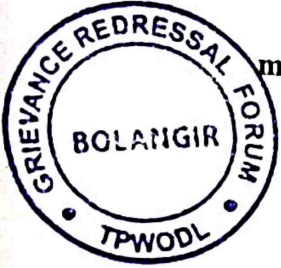

MEMBER (Fin.)
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PRESIDENT

1. A new meter is to be installed immediately.
2. The monthly bills including abnormal consumption months for preceeding two years i.e. from December'2020 to November'2022 are to be revised after obtaining monthly average consumption of subsequent six months of the new meter.

Case is disposed off accordingly.

Compliance report must be submitted to the Forum by the opposite party within seven months 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 Rama Chandra Barik, At-Chatabahal, Po-Taliudar, 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."