

GRIEVANCE REDRESSAL FORUM, BOLANGIR

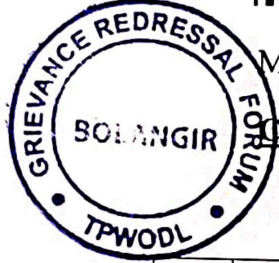
(Infront of Children's Park),

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/ 93⁵¹

Dated, the 29/01/2024

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

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

1	Case No.	Complaint Case No. 1225/2023			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Goura Nitei Pathrimali, For Sri Gethol Pathrimali, At/Po-Kusang, Dist-Bolangir		911212160035	9777546090
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)			
		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 Chandanbhati

Appeared:

For the Complainant -Sri Goura Nitei Pathrimali
For the Respondent -Sri Srikanta Satpathy, AFM (Auth. Representative)

Complaint Case No. 1225/2023

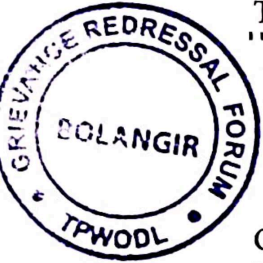
Sri Goura Nitei Pathrimali,
For Sri Gethol Pathrimali,
At/Po-Kusang,
Dist-Bolangir
Con. No. 911212160035

- **COMPLAINANT**

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division, No. II,
TPWODL, Bolangir

- **OPPOSITE PARTY**



ORDER
(Dt.29.01.2024)

During spot hearing at Chandanbhati consumer camp on dt.19.12.2023 the Complainant Sri Goura Nitei Patharimali 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 0035 in his written petition dt.19.12.2023 i.e. during a GRF camp conducted at "Chandanbhati" disputed the average billings done & abnormal billing with high consumption due to defective status of the meter. He has availed OTS on being withdrawal of Rs.23849.81ps. He therefore requested before the Forum to sortout his grievances by way of an appropriate bill revision.

On the other hand the opposite party submitted a billing abstract concerning to the period from February-March'2001 to November'2023. He is also of the opinion for revision of wrong billings done, if any against the Complainant and thus requested the Forum to do the needful in this regard.

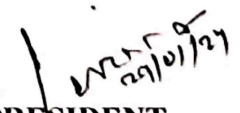
The Forum after going through the records produced before it observed that;

1. The commencement of power supply appears to be prior to 2001.
2. Bills were generated on actual basis till March'2004 with meter no. WESCO50244. Subsequently a new meter with Sl. No. 1903841 was seen replaced from April-May'2004.
3. Thereafter another meter bearing no. 1930511 was seen changed which continued till August'2023 with some intermittent high consumption bills but on actual basis.
4. Finally a meter bearing no. TWSPS1025992 was installed during September'2023 with same trend of consumption.
5. OTS availed on billings done till December'2020.

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

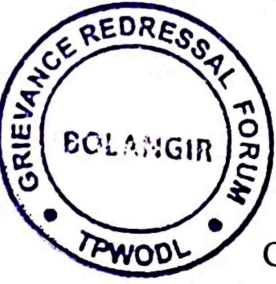

CO-OPTED MEMBER



MEMBER (Fin.)

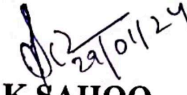

PRESIDENT

Since all the bills have been raised on actual meter reading basis, the consumer is not entitled for any relief. Therefore, the case is hereby dropped.

Case is disposed off accordingly.




K.S.PADHEE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Goura Nitei Pathrimali, 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."