

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/ 90⁶¹

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. 1226/2023		
2	Complainant/s	Name & Address Sri B.L.Kedia, For Sri Nathuram Kedia, At/Po-Tusura, Dist-Bolangir	Consumer No 911001040125	Contact No. 9437242117
3	Respondent/s	Name EE, BED, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	20.12.2023		
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	28.12.2023	11.01.2024	
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: GRF, Bolangir

Appeared:

For the Complainant - ABSENT
For the Respondent - Sri Srikanta Satpathy, AFM (Auth. Representative)

Complaint Case No. 1226/2023

Sri B.L. Kedia,
For Sri Nathuram Kedia,
At/Po-Tusura,
Dist-Bolangir
Con. No. 911001040125

- COMPLAINANT

-Versus-

Executive Engineer,
Bolangir Electrical Division,
TPWODL, Bolangir

- OPPOSITE PARTY



ORDER
(Dt.29.01.2024)

The Complainant was found absent during 1st hearing on dt.28.12.2023 whereas Sri Srikanta Satpathy, AFM, BED, Bolangir appeared before the Forum as opposite party. The case was therefore postponed to dt.11.01.2024 whereas again the Complainant was absent the authorised representative Sri Srikanta Satpathy appeared as opposite party.

The Complainant bearing consumer no. 9110 0104 0125 through his written petition complained for revision of bill amount from November'2011 to October'2023 and to refund the balance after the bill is revised and reduced. He therefore requested before the Forum to sortout 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 April'2018 to November'2023 along with a written version dt.28.12.2023 which reveals that the billing has been done on the basis of actual meter reading but the MD of the motor recorded for 100 KVA on dt.26.09.2022. Therefore the monthly fixed charges @ 150/- per KVA has been claimed during the period from September'2022 to March'2023 i.e. during the financial year 2022-23. But when the MD recorded for 80 KVA on dt.25.04.2023 the monthly demand charge was raised @ 12000/- per month from April'2023 to date i.e. during the financial year 2023-24. He made the fact clear that there is no abnormality in the billing during the period in question. However, he 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 CD of the industry is 70 KW under HT (Industrial) of medium category.
2. The monthly demand charges have been raised as per MD recording of the meter without any billing abnormality.
3. The fact has also been intimated to the Complainant vide letter no. 2283 dt.11.12.2023 of the opposite party and the former appears to have been convinced on the same.


CO-OPTED MEMBER


MEMBER (Fm.)


PRESIDENT


4. In view of the above facts since the opposite party has rightly cleared the facts of proper billing and the Complainant is convinced with the same, the Forum intends to drop the case.

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

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 B.L.Kedia, At/Po-Tusura, Dist-Bolangir.
2. Executive Engineer, Bolangir Electrical Division, 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."