

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/

94⁵¹

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. 1227/2023		
2	Complainant/s	Name & Address Sri Thansundar Kunar, At-Shastri Nagar, Po/Dist-Bolangir	Consumer No 911112080713	Contact No. 8658408774
3	Respondent/s	Name S.D.O (Elect.), No. I, 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		
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 Swadhin Sahu, OAG-II (Auth. Representative)

Complaint Case No. 1225/2023

Sri Thansundar Kunar,
At-Shastri Nagar,
Po/Dist-Bolangir
Con. No. 91112080713

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY

ORDER

(Dt.29.01.2024)

During hearing on dt.28.12.2023 the Complainant Sri Thansunder Kunar did not appear before the Forum whereas Sri Swadhin Shau, OAG-II, Electrical Sub-Division, No. I, TPWODL, Bolangir appeared as authorised representative of opposite party.

The Complainant bearing consumer no. 9111 1208 0713 disputed the abnormal billings done resulting accumulation of arrear to the tune of Rs.15916.25 by month ending November'2023. He however requested the Forum through his written petition 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 June'2019 to November'2023 followed by a written version dt.27.12.2023 where he apprised th Forum that an additional bill of Rs.15180.46 was imposed upon the Complainant during August'2023 due to a bill revision resulting delay in meter updation. Besides the above a new meter is reported to have been replaced in the premises concerned on dt.17.09.2022. Despite change of meter, average bills were still raised against the consumer due to non-updating of the meter change in the FG system. Average bills were therefore generated during September'2022 to July'2023 on taking IMR '0' (IMR of September'2022) and FMR '4220' as on dt.19.08.2023. He however 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. Average basis bills were raised despite change of a new meter with Sl. No. TPWODL1089418 on dt.17.09.2022 which speaks of a serious deficiency in service on the part of the opposite party.
2. This could have been avoided if meter updation done in time which led to take up an upward bill revision.
3. However, the upward bill revision is seen to have ben in line with the OERC Regulation.

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

1. The upward bill revision done by the opposite party is in order as per OERC regulation.
2. However, the opposite party is directed to allow the Complainant to pay the bill in suitable instalments if applied for by the later.

Case is disposed off accordingly.




K.S. PADHÉE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Thansundar Kunar, At-Shastri Nagar, Po/Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, No. I, 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."