

GRIEVANCE REDRESSAL FORUM, BOLANGIR

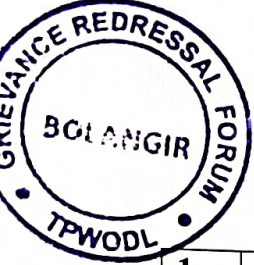
(Infront of Children's Park),

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/ 95

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. 1229/2023		
2	Complainant/s	Name & Address Smt. Binapani Mishra, At-High School Pada, Po-Titilagarh, Dist-Bolangir	Consumer No 912121170421	Contact No. 7008836548
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Titilagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
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
For the Respondent

-Smt. Binapani Mishra
-Sri Sushanta Kumar Behera, S.D.O (Elect.), Titilagarh

Complaint Case No. 1229/2023

Smt. Binapani Mishra,
At-High School Pada,
Po-Titilagarh,
Dist-Bolangir
Con. No. 912121170421

- **COMPLAINANT**

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division,
TPWODL, Titilagarh

- **OPPOSITE PARTY**

ORDER

(Dt.29.01.2024)

During hearing on dt.28.12.2023 the Complainant Smt. Binapani Mishra did not appear before the Forum whereas Sri Sushanta Kumar Behera, S.D.O (Elect.), TPWODL, Titilagarh appeared as opposite party.

The Complainant bearing consumer no. 9121 2117 0421 disputed the excess billing done for 1162 units during November'2023. She further endorsed on application stating that there is frequent variations in consumption for last three months which seems abnormal causing hardship on her part for timely clearing the monthly dues. She therefore requested before the Forum to sortout such grievance by way of an appropriate bill revision.

The opposite party on the other hand submitted a billing abstract pertaining to the period from June'2012 to November'2023 along with a written version dt.27.12.2023 which indicates that;

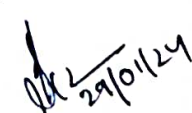
1. The CD of the premises is 3.5 KW of domestic load.
2. An excess bill for 1162 units is seen to have been raised for November'2023 in meter with Sl. No. 1063329.
3. The bills prior to November'2023 were ok.

He therefore requested the Forum to do the needful as deemed fit in this regard.

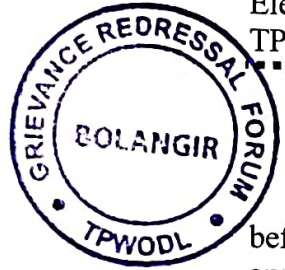
The Forum after going through the records produced before it observed that;

1. The monthly bills are seen to have been generated with actual meter reading but with variations.
2. The meter bearing no. 1063329 installed from the inception of power supply does still exist in the premises concerned having CD of 02 KW.
3. The intermittent provisional bills appear to have been duly adjusted being the date of power supply dt.28.03.2012.


CO-OPTED MEMBER


MEMBER (Fin.)
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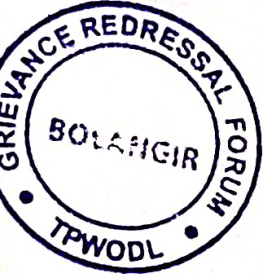

PRESIDENT



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

1. The opposite party is directed to test the existing meter with departmental guidelines to ascertain the meter accuracy and to take action as per meter test report if required.
2. If the Complainant is still aggrieved she may again approach the Forum in this regards.

Case is disposed off accordingly.




K.S.PADHEE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Smt. Binapani Mishra, At-High School Pada, Po-Titilagarh, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Titilagarh.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
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."