

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),

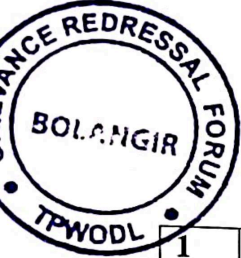
Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 96

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. 1230/2023		
2	Complainant/s	Name & Address Sri Dayanidhi Meher, For Sri Sadhuram Meher, At/Po-Patnagarh, Dist-Bolangir	Consumer No 912311050083	Contact No. 9556655243
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh	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) 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	28.12.2023		
9	Date of Order	29.01.2024		
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>
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

-Sri Dayanidhi Meher
-Sri Smarak Panigrahi, Accountant (Auth. Representative)

Complaint Case No. 1230/2023

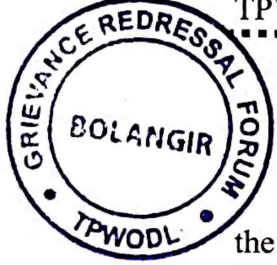
Sri Dayanidhi Meher,
For Sri Sadhram Meher,
At/Po-Patnagarh,
Dist-Bolangir
Con. No. 912311050083

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**



ORDER
(Dt.29.01.2024)

During hearing on dt.28.12.2023 the Complainant Sri Dayanidhi Meher appeared before the Forum in person whereas Sri Smarak Panigrahi, Accountant, Electrical Sub-Division, TPWODL, Patnagarh appeared as authorised representative of opposite party.

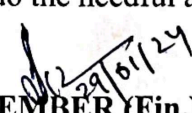
The Complainant bearing consumer no. 9123 1105 0083 disputed the wrong bills raised by the opposite party from time to time which has finally formed a huge arrear. He therefore requested before the Forum to mitigate his grievance by way of an appropriate bill revision. He has also enclosed a copy of application duly acknowledged by the licensee stating that the power supply to his premises may be disconnected due to his outstation stay.

The opposite party on the other hand submitted a billing abstract concerning to the period from January-February'2001 to November'2023 along with a written version dt.27.12.2023 which reveals that;

1. No request in written/ verbal has been received from the Complainant for reconnection of power supply to his premises.
2. However, on scrutiny it was found that an application for new power supply has been received from Smt. Bhamangini Meher wife of the applicant which was rejected due to unsettled arrear rolling against him.
3. The old electric connection was regularised with a meter having Sl. No. WHL012263 on dt.16.02.2022 on being reflected in the billing record on dt.02.12.2023 having revised his bill account during July'2023 and withdrawn Rs.8133.57ps for the billing period from January'2022 to June'2023.
4. But on field enquiry it was found that the consumer was not staying at his residence for a pretty long time.

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


CO-OPTED MEMBER


MEMBER (Fin.)


PRESIDENT

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

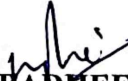
1. Provisional and average basis bills have been raised for a quite long period i.e. from December'2003 to June'2023 with a defective meter bearing no. WESCO14012.
2. A new meter having SL. No. WHL012263 is seen to have been replaced from 16th February'2022.
3. The CD of the premises is of 02 KW domestic load with date of power supply from dt.01.01.1990.
4. The PVR shows the CMR as 3737 Kwh as on dt.22.12.2023.

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

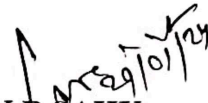
1. The average basis bills from January'2020 to December'2021 (restricted to preceding two years) are to be revised after obtaining monthly average consumption of new meter by considering IMR '0' (IMR on dt.16.02.2022) and FMR '3224' (CMR of August'2022).
2. The bills raised during January'2014 to December'2014 (one year) for the non-stayed period of the Complainant is to be considered and withdrawn. Only MMFC is to be charged for the said period.

Case is disposed off accordingly.

Compliance report must be submitted to the Forum by the opposite party within one month 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 Dayanidhi Meher, At/Po-Patnagarh, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Patnagarh.
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."