

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/ 97¹⁵⁹

Dated, the 29/01/2024

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

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



Case No.	Complaint Case No. 1231/2023				
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Shesadev Meher, At-Tikapali (Gadhapali), Po-Patnagarh, Dist-Bolangir	912311040420	9853531130	
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	✓	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 Smarak Panigrahi, Accountant (Auth. Representative)

Complaint Case No. 1231/2023

Sri Shesadev Meher,
At-Tikapali (Gadhapali),
Po-Patnagarh,
Dist-Bolangir
Con. No. 912311040420

- 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 Shesadev Meher did not appear before the Forum whereas Sri Smarak Panigrahi, Accountant, Electrical Sub-Division, TPWODL, Patnagarh appeared as authorised representative of opposite party.

The Complainant bearing consumer no. 9123 1104 0420 disputed the wrong billing done resulting a huge arrear standing against him. He therefore requested before the Forum to settle his issue by way of an appropriate bill revision.

The opposite party on the other hand submitted a billing abstract concerning to the period from June'2009 to November'2023 followed by a PVR dt.22.12.2023 and a written version dt.27.12.2023. The written version indicates that;

1. The date of power supply is dt.22.06.2009.
2. A new meter has been replaced on dt.26.02.2019 having Sl. No. LW150299 duly reflected in the database on dt.31.10.2021.
3. The wrong bills from February'2019 to February'2023 have been revised with withdrawal amount of Rs.8779.40.
4. The CMR as on dt.22.12.2023 is 8790 Kwh.

He also 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 consumer comes under GP category with CD of 01 KW.
2. A new meter having SL. No. LW150299 is seen replaced on dt.28.02.2019 with CMR at 8790 Kwh as on dt.22.12.2023.
3. A bill revision has already been done from February'2019 to January'2023 on withdrawal of an amount of Rs.8779.40.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT


4. Further average basis bills is done from August'2015 to September'2019 with abnormal billing from October'2019 to November'2019.
5. Keeping the above facts in view the Forum is of the opinion for revision of average basis bills with abnormal bills from December'2017 to November'2019 (restricted to two years).

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

The average and abnormal bills from February'2017 to January'2019 are to be revised after obtaining monthly average consumption of subsequent six months of the new meter with IMR '3227' (IMR of December'2019) and FMR '3993' (CMR of May'2020).

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 Shesadev Meher, At-Tikapali (Gadhapali), 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."