

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/ 470

Dated, the 30/03/2024



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

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

1	Case No.	Complaint Case No. BGR/172/2024		
2	Complainant/s	Name & Address Sri Ghanashyam Dora, At-Kamakshinagar, Po-Khujenpali, Dist-Bolangir	Consumer No 911112070020	Contact No. 9938551829
3	Respondent/s	Name S.D.O (Elect.), No. I, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	15.02.2024		
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	14.03.2024		
9	Date of Order	30.03.2024		
10	Order in favour of	Complainant	<input checked="" type="checkbox"/> Respondent	<input type="checkbox"/> Others
11	Details of Compensation awarded, if any.	Nil		

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: GRF, Bolangir

Appeared:

For the Complainant -Sri Ghanashyam Dora
For the Respondent -Sri Swadhin Sahu, OAG-II (Authorised Representative)

Complaint Case No. BGR/172/2024

Sri Ghanashyam Dora,
At-Kamakshinagar,
Po-Khujenpali,
Dist-Bolangir
Con. No. 911112330651

COMPLAINANT



-Versus-

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

OPPOSITE PARTY



ORDER
(Dt.30.03.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom consumer availing a CD of 2 KW_. He has disputed abnormally high billing from Jun-22 to Sept-22 due to jumping of meter readings. Meter changed in Oct-22 and running OK.

PROCEEDING OF HEARING DATED : 14/03/2024

SUBMISSION OF COMPLAINANT DURING HEARING

The Complainant is a LT-Dom. consumer availing a CD of 2 KW_. He has disputed abnormally high billing from Jun-22 to Sept-22 due to jumping of meter readings. Meter changed in Oct-22 and running OK. SDO No-I, Bolangir submitted PVR stating that earlier meter having Sl. No-108212 became defective from Jun-22 and readings jumped abnormally.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant document. SDO No-I, Bolangir submitted PVR stating that earlier meter having Sl. No-108212 became defective from Jun-22 and readings jumped abnormally. Meter was replaced in the month of Oct-22 and new meter Sl. No-TPWODL 1089835 is functioning OK having CMR=1237 as on Dt.06.03.24.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 2KW. As complained by the complainant and submission of OP, it is observed by the Forum that, earlier meter shown wrong readings from Jun-22 and billings from June-22 to sept-22 need revision.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

1. The energy bills raised to the consumer from Jun-2022 to Sept-2022 are to be revised as per succeeding six months average consumption of new meter under CI-155 & 157 of OERC Distribution Code 2019.
2. DPS is to be levied as per OERC Regulation.
3. All sundries and adjustments are to be considered during the above revision 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 Ghanashyam Dora, At-Kamakshinagar, Po-Khujenpali, 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."