

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/ 471⁽⁵⁾

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/173/2024		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Bipula Kumar Sahu, For Sri Prasanta Kumar Sahu, At-Kutumdola, Po-Jhankarpali, Dist-Bolangir	911211140541	9938384747
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	14.03.2024		
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		
		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	21.03.2024		
9	Date of Order	30.03.2024		
10	Order in favour of	Complainant	Respondent	<input checked="" 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 Bipula Kumar Sahu

For the Respondent

-Smt. Sita Rani Seth, Jr. Accountant (Auth. Representative)

Complaint Case No. BGR/173/2024

Sri Bipula Kumar Sahu,
For Sri Prasanta Kumar Sahu,
At-Kutumdola,
Po-Jhankarpali,
Dist-Bolangir
Con. No. 911211140541

- COMPLAINTANT

-Versus-

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

- OPPOSITE PARTY

ORDER

(Dt.30.03.2024)

During hearing on dt.14.03.2024 the Complainant Sri Bipul Kumar Sahu appeared in person whereas Smt. Sita Rani Seth, Jr. Accountant appeared as authorised representative of opposite party.

The Complainant bearing consumer no. 911211140541 in his written petition stated that the consequential revision as per GRF order in case no. 958/2023 has not properly been executed where his grievance still remains unresolved. He therefore requested before the Forum for examination of the revision done by the opposite party.

The opposite party submitted a statement following revision of bills from dt.21.06.2020 to dt.31.08.2023 with debit sundry of Rs.52281.45 done by the corporate office but the Complainant does not agree to this and opposite party also could not convince the Forum in this regard.

The case was therefore adjourned to dt.21.03.2024.

During 2nd hearing on dt.21.03.2024 the Complainant Sri Bipul Kumar Sahu appeared in person whereas Smt. Sita Rani Seth, Jr. Accountant appeared as authorised representative of opposite party and in readiness to contest their stand for proper execution of order passed by the Forum in case no. 958/2023. The Complainant however submitted that he has installed a solar in the premises for use from dt.03.06.2021.

The opposite party keeps its stand as per the similar written version submitted in the last hearing on dt.14.03.2024. The version implies that the debit sundry was earlier assessed during August'2023 and calculated to be Rs.52281.45 consequential to revision pertaining to the period from dt.21.06.2020 to dt.31.08.2023. Subsequently, as per GRF order in case no. 958/2023, the

CO-OPTED MEMBER

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energy bill revised and revised amount comes to Rs.45374.47. Accordingly the differential amount of Rs.6906.98 (Rs.52281.45-Rs.45347.47) has been withdrawn from consumer's account on October'2023 bill.


The Forum after examination of the revision statement finds that the arrear outstanding of Rs.49426.91ps shown in the bill of February'2024 is in obedience to OERC Regulation.

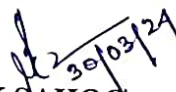
Basing on above observations, Forum passes the following direction as per Regulation of OERC Distribution (Conditions of Supply) Code 2019.

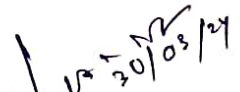
The arrear amount of Rs.49426.91ps appears in the bill of February'2024 is in obedience to OERC Regulation Code is correct and to be cleared up by the Complainant.

Case is disposed off accordingly.




K.S.PADHEE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Bipula Kumar Sahu, At-Kutumdola, Po-Jhankarpali, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, 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."