

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/ 276^{CS}

Dated, the 28/02/2024

Corum:

Er. Kumuda Bandhu Sahu

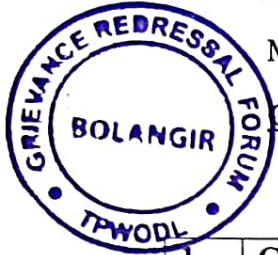
Sri Prasanta Kumar Sahoo

Sri Krupasindhu Padhee

- President

- Member (Finance)

- Co-Opted Member



1	Case No.	Complaint Case No. BGR/176/2024		
2	Complainant/s	Name & Address Sri Pradeep Sahu, At/Po-Khandahata, Via-Subalaya, Dist-Sonepur	Consumer No 915203064872	Contact No. 9348486021
3	Respondent/s	Name S.D.O (Elect.), TPWODL, B.M.Pur	Division Sonepur Electrical Division, TPWODL, Sonepur	
4	Date of Application	20.02.2024		
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	20.02.2024		
9	Date of Order	28.02.2024		
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: Camp Court at Subalaya

Appeared:

For the Complainant –Sri Pradeep Sahu
For the Respondent –Sri Soumya Ranjan Das, S.D.O (Elect.), B.M.Pur

Complaint Case No. BGR/176/2024

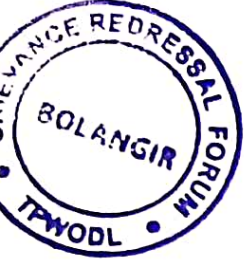
Sri Pradeep Sahu,
At/Po-Khandahata,
Via-Subalaya,
Dist-Sonepur
Con. No. 915203064872

- **COMPLAINANT**

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division,
TPWODL, B.M.Pur

- **OPPOSITE PARTY**



ORDER
(Dt.28.02.2024)

During spot hearing at Subalaya consumer camp on dt.20.02.2024 the Complainant Sri Pradeep Sahu appeared before the Forum in person and Sri Soumya Ranjan Das, S.D.O (Elect.), TPWODL, B.M.Pur also appeared as opposite party.

The Complainant bearing consumer no. 915203064872 disputed on raising of abnormal and average basis bills prior to installation of the existing meter. He therefore requested to sortout his grievance by way of an appropriate bill revision.

The opposite party on the other hand submitted a billing abstract concerning to the period from August-September'2018 to January'2024 which reveals that;

1. Provisional and average basis bills is seen to have been done from October-November'2021 to May'2023.
2. Abnormal consumption is noticed indifferent times prior to October-November'2021.

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

The Forum after going through the records with PVR, observed that;

1. Bills on actual and provisional basis have been raised from October-November'2018 to September'2021 against meter no. 5881290 with proper adjustment of provisional bills and thereafter on average basis till May'2023.
2. A new meter is seen to have been replaced with Sl. No. TWO206437 during 14.03.2023 updated in June'2023 which continues till to date.
3. Delay meter updation revision has been done in July'2023 and credited with Rs.251.56ps.

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

[Signature]
CO-OPTED MEMBER

[Signature]
MEMBER (Fin.)
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PRESIDENT

1. The energy bills raised to the consumer from March'2021 to February'2023 are to be revised as per average consumption of new meter by considering IMR '0' (IMR on dt.14.03.2023) and FMR '540' (CMR of September'2023).
2. DPS is to be applicable 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
K.S.PADHEE
CO-OPTED MEMBER

P.K. Sahoo
P.K.SAHOO
MEMBER (Fin.)

K.B. Sahu
K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Pradeep Sahu, At/Po-Khandahata, Via-Subalaya, Dist-Sonepur.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, B.M.Pur.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."