

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/ 278⁽⁵⁾

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/181/2024			
2	Complainant/s	Name & Address Sri Narottam Bhukta, At-Champamal, Champapur, Po-B.M.Pur, Dist-Sonepur	Consumer No 915203010574	Contact No. 9078894533	
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 B.M.Pur

Appeared:

For the Complainant -Sri Narottam Bhukta
For the Respondent -Sri Soumya Ranjan Das, S.D.O (Elect.), B.M.Pur

Complaint Case No. BGR/181/2024

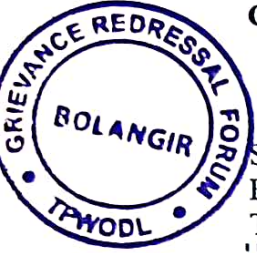
Sri Narottam Bhukta
At-Champamal, Champapur,
Po-B.M.Pur,
Dist-Sonepur
Con. No. 915203010574

COMPLAINANT

-Versus-

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

OPPOSITE PARTY



ORDER

(Dt.28.02.2024)

During spot hearing at B.M.Pur consumer camp on dt.20.02.2024 the Complainant Sri Narottam Bhukta 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. 915203010574 disputed the wrong billing on provisional basis have been done leading to accumulation of a considerable arrear. He therefore requested before the Forum to settle the issue once for all and reduce the arrear dues. The power supply has also since been disconnected.

The opposite party on the other hand submitted a billing abstract concerning to the period from February-March'2014 to January'2024. He also requested before the Forum to do the needful as deemed fit in this regard.

The Forum after going through the available documents placed before it, observed that;

1. Provisional basis bills are seen to have been done from October'2021 to December'2022.
2. A new meter has been replaced on dt.04.02.2023 bearing no. TW0263759.

The opposite party on spot initiated the bill revision where it is assessed to be withdrawal of Rs.7491.13. The Forum directed the opposite party to go with the revision process.

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

The provisional bills from October'2021 to January'2023 are to be revised with IMR '0' (IMR on dt.04.02.2023) and FMR '344' (CMR of August'2023).

CO-OPTED MEMBER

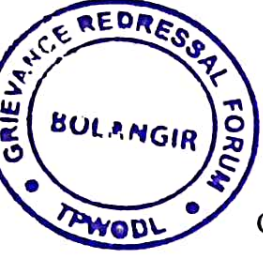
MEMBER (Fin.)


Page 2 of 3

PRESIDENT

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 Narottam Bhukta, At-Champamal, Champapur, Po-B.M.Pur, 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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."