

# 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/

279

Dated, the

28/02/2024

Forum:

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

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



|    |  |   |   |                           |
|----|--|---|---|---------------------------|
| 1  | Case No.                                     | Complaint Case No. BGR/182/2024   |   |                           |
| 2  | Complainant/s                                | Name & Address<br>Sri Chiranjibi Sahu,<br>For Sri Subash Ch. Sahu,<br>At/Po-Jaloe,<br>Dist-Sonepur  | Consumer No<br>915202110442                                 | Contact No.<br>7978183500 |
| 3  | Respondent/s                                 | Name<br>S.D.O (Elect.), TPWODL, B.M.Pur   | Division<br>Sonepur Electrical Division,<br>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<br>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause<br>3. OERC Conduct of Business) Regulations,2004; Clause<br>4. Odisha Grid Code (OGC) Regulation,2006; Clause<br>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause<br>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 Chiranjibi Sahu  
**For the Respondent** -Sri Soumya Ranjan Das, S.D.O (Elect.), B.M.Pur

**Complaint Case No. BGR/182/2024**

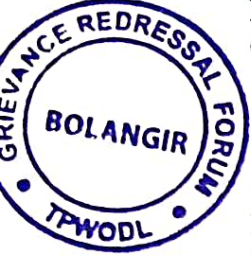
Sri Chiranjibi Sahu,  
For Sri Subash Ch. Sahu,  
At/Po-Jaloe,  
Dist-Sonepur  
Con. No. 915202110442

**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 Chiranjibi 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. 915202110442 disputed with the average basis billings done from the date of power supply till March'2007. He therefore requested before the Forum for revision of such average basis bill and to convert it to the actual meter reading so as to reduce the arrears.

The opposite party on the other hand submitted a billing abstract concerning to the period from October-November'2004 to January'2024. He also requested 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. Average basis bills have been raised from the date of power supply to March'2007.
2. The consumer comes under GP category with CD of 0.5 KW.
3. The power supply appears to have been released from the date of power supply to March'2007 without any meter as a result of which the monthly bills during such period have been drawn on average basis.
4. A new meter with Sl. No. 170207094 has been installed during April'2007.
5. During the course of hearing the opposite party has agreed with the billing complaints and initiate the bill revision process observing departmental guidelines. Accordingly, credit amount of Rs.9323.60ps is to be withdrawn from the arrear outstanding.

The Forum is therefore of the opinion for revision of such bills from the date of power supply to March'2007 which will be benefit the consumer with some fiscal relief.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



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

1. The opposite party is directed to carry-out the revision proposal and petitioner has convinced with the proposed withdrawal amount of Rs.9323.60ps and it must be reflected in the next bill.
2. Necessary instalment facility is to be provided to the Complainant if he so desires.

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 Chiranjibi Sahu, At/Po-Jaloe, 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."