

# 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),

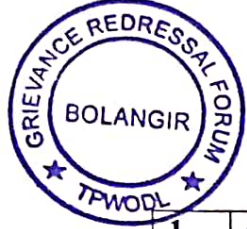
Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 474<sup>(5)</sup>

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/193/2024					
2	Complainant/s	Name & Address		Consumer No	Contact No.		
		Smt. Anita Agrawal, Pawan Dish Road, At/Po-Kantabanji, Dist-Bolangir		912211090129	9556667137		
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji		Division Titilagarh Electrical Division, TPWODL, Titilagarh			
4	Date of Application	28.02.2024					
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) <u>155, 157</u>					
		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	16.03.2024	21.03.2024				
9	Date of Order	30.03.2024					
10	Order in favour of	Complainant	<input checked="" type="checkbox"/>	Respondent	<input type="checkbox"/>	Others	<input type="checkbox"/>
11	Details of Compensation awarded, if any.	Nil					

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: GRF, Bolangir

**Appeared:**

For the Complainant -Smt. Anita Agrawal  
For the Respondent - ABSENT

**Complaint Case No. BGR/193/2024**

Smt. Anita Agrawal,  
Pawan Dish Road,  
At/Po-Kantabanji,  
Dist-Bolangir  
Con. No. 912211090129

- COMPLAINANT

-Versus-

Sub-Divisional Officer,  
Electrical Sub-Division,  
TPWODL, Kantabanji

- OPPOSITE PARTY



**ORDER**

**(Dt.30.03.2024)**

During hearing on dt.21.03.2024 the Complainant Smt. Anita Agrawal appeared in person whereas the opposite party did not appear.

The Complainant bearing consumer no. 912211090129 in her written petition disputed the average bills raised resulting accumulation of arrear which she is not able to clear. She therefore requested the Forum for revision of such wrong average bills and reduce the arrear.

On the other hand although the opposite party could not appear before the Forum during hearing on dt.21.03.2024 but however arranged to send the relevant documents in this regard which includes billing statement concerning to the period from February-March'2001 to February'2024 along with a PVR accompanied with a written version which reveals that;

1. The CD of the premises is of 03 KW load under domestic category.
2. Average basis billing has been done from August'2014 to December'2016 due to meter found defective.
3. A new meter bearing no. WUV24282 has been replaced during January'2017.
4. The CME as on dt.15.03.2024 is recorded for 11431 Kwh against meter bearing no. LW353244 replaced during October'2020.

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

The Forum after going through all relevant records with a revision statement observed that;

1. Average basis bills have been done from August'2014 to December'2016 against a defective meter bearing no. 80349.
2. The defective meter was replaced by a new one having meter no. WUV24282 which is revisable.
3. A revision statement duly recalculated by the opposite party on revision of bills on FG level from January'2015 to December'2016 for withdrawal of Rs.13265.16 was also found available before the Forum during hearing.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

4. The Forum in other part noticed that similar average basis bills have been done during the period from April'2019 to September'2020 on a defective meter.
5. The defective meter has been replaced by a new one on dt.27.11.2019 on suppressed reading at 2258 units during January'2021 in meter no. LW353244.
6. A bill revision can be done for the period from April'2019 to September'2020 with IMR '0' (IMR on dt.27.11.2019) and FMR '2258' CMR of January'2021.
7. The withdrawal amount comes to Rs.14910.76.
8. The Complainant is convinced with the revision.

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

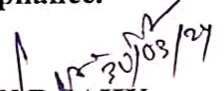
The Forum passed order to resolve the issue on reflection of the withdrawal for both the revision for Rs.13265.16 and Rs.14910.76 respectively and to be incorporated in the next bill without fail.

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. Smt. Anita Agrawal, Pawan Dish Road, At/Po-Kantabanji, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Kantabanji.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
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."**