

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/ 476⁽⁵⁾

Dated, the 30/03/2024

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/213/2024					
2	Complainant/s	Name & Address Sri Ramesh Kumar Sahu, C/o-Sri Durga Prasad Hota, At-Tikrapada, Po/Dist-Bolangir	Consumer No 911211180163	Contact No. 9438530580			
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical-Division, TPWODL, Bolangir				
4	Date of Application	13.03.2024					
5	In the matter of-	1. Agreement/Termination 2. Billing Disputes 3. Classification/Reclassification of Consumers 4. Contract Demand 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	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 -Sri Ramesh Kumar Sahu
For the Respondent -Smt. Sita Rani Seth, Jr. Accountant (Auth. Representative)

Complaint Case No. BGR/213/2024

Sri Ramesh Kumar Sahu,
C/o-Sri Durga Prasad Hota,
At-Tikrapada,
Po/Dist-Bolangir
Con. No. 911211180163

- **COMPLAINANT**



-Versus-

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

- **OPPOSITE PARTY**

ORDER

(Dt.30.03.2024)

During hearing on dt.21.03.2024 the Complainant Sri Ramesh Kumar Sahu appeared in person whereas Smt. Sita Rani Seth, Jr. Accountant appeared as authorised representative of opposite party.

The Complainant bearing consumer no. 911211180163 in his written petition stated and disputed on raising of monthly bills during the period of disconnection i.e. since 2018. Further bills have been raised on provisional and average basis from February-March'2016 to till date. He therefore requested before the Forum to sortout his problem by way of an appropriate bill revision.

On the other hand the opposite party submitted a billing abstract concerning to the period from January-February'2008 to February'2024 with a PVR dt.18.03.2024 having also enclosing a written version ddt.20.03.2024. The facts of the documents so endorsed reveals that the monthly E.C bills from June'2018 to Decembger'2023 i.e. during the period of disconnection have been served to the Complainant. The opposite party is also agreed to withdraw it as per physical verification by the competent authority in this regard (as per PVR). He also requested the Forum to pass order in this regard as deemed fit.

The Forum after due scrutiny of all such relevant documents produced before it, observed that:

1. The power supply was under disconnection from June'2018 (dt.25.06.2018) as per PVR.
2. E.C bills have been served to the Complainant during such above period which he is agreed and prepared to withdraw (as per version).
3. The Complainant ha also enclosed a copy of money receipt which indicates payment of disconnection fees on dt.25.06.2018 (as per rule).
4. Average and provisional basis bills have also been generated from May'2012 to January'2014 and from March'2016 to August'2018 which requires rectification.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Keeping the above facts in view the Forum is of the opinion to revise the wrong bills and to withdraw the bills during disconnection.

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

1. The bills during disconnection period i.e. from July'2018 to till date is to be withdrawn except MMFC.
2. The average period bills from April-May'2012 to January'2014 are to be revised with IMR '321' (IMR of April-May'2014) and FMR '710' (IMR of August-September'2014) of the meter replaced during February-March'2014.
3. Another period of average bills from September'2016 to August'2018 are to be revised with IMR '866' (IMR of April'2015) and FMR '1024' (CMR of September'2015) as per average consumption of the preceeding six months as there is no power supply at present.

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 Ramesh Kumar Sahu, C/o-Sri Durga Prasad Hota, At-Tikrapada, Po/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."