



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/ 488

Dated, the 30/03/2024

Corum: Er. Kumuda Bandhu Sahu - President
Sri Prasanta Kumar Sahoo - Member (Finance)
Sri Krupasindhu Padhee - Co-Opted Member

1	Case No.	Complaint Case No. BGR/292/2024		
2	Complainant/s	Name & Address Sri Ajit Kumar Bhoi, For Sri Suban Bhoi, At/Po-Jharnipali, Via-Loisingha, Dist-Bolangir	Consumer No 911311100440	Contact No. 8260191778
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Loisingha	Division Bolangir Electrical Division, TPWODE, Bolangir	
4	Date of Application	22.03.2024		
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	22.03.2024		
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: Camp Court at Jharnipali



Appeared:

For the Complainant -Sri Ajit Kumar Bhoi
For the Respondent -Sri Abanikanta Maharana, S.D.O (Elect.), Loisingha

Complaint Case No. BGR/292/2024

Sri Ajit Kumar Bhoi,
For Sri Suban Bhoi,
At/Po-Jharnipali,
Via-Loisingha,
Dist-Bolangir
Con. No. 911311100440

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**



ORDER
(Dt.30.03.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 1 KW. He has disputed the provisional & average bill raised from the date of supply to Oct-2022. He has submitted his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 22.03.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Loisingha section of Loisingha Sub-division. The consumer represented that he was served with provisional & average bills from the date of supply to Oct-2022 though energy meter was there and also in running condition. For that, the arrear has accumulated to ₹. 11,210.93p upto Feb.-2024. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum without relevant documents. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Sep-2018. The billing dispute raised by the complainant for the provisional & average billing from the date of supply to Oct-2022 was due to non-availability of meter reading for that period. After receipt of complaint, bill revision was done for the average billing period i.e. Jan-2020 to Oct-2022 and withdrawn ₹. 7,704.07p in the bill of Oct-2022. But the provisional billing period has not yet revised which needs bill revision.


CO-OPTED MEMBER


MEMBER (Fin.)

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PRESIDENT

Considering the above, the OP requested before the Forum for revision of previous disputed bills and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1 KW. The consumer has availed power supply since 22nd Sep. 2018 and the arrear outstanding upto Feb-2024 is ₹. 11,210.93p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Power supply to the consumer has been released on 22nd Sep. 2018 with meter no. WPM310687 but due to non-availability of meter reading, the consumer was billed on “PROVISIONAL” basis from date of supply to Nov-2019 and subsequently “AVERAGE” billing from Dec-2019 to Oct-2022.
2. A bill revision has been done for the average billing period i.e. Dec-2019 to Oct-2022 and withdrawn ₹. 7,704.07p and reflected in the bill of Oct-2022. But till date, the provisional billing period has not yet revised which needs bill revision for which the complainant has submitted his grievance. Also, the OP has agreed with the billing dispute for the provisional billing period.
3. On scrutiny of the documents, it is observed by the Forum that the bills raised during meter defective period needs bill revision under CI-155 & 157 of OERC Regulation 2019 to redress the consumer grievances.



In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

1. The energy bills raised to the consumer from the date of supply i.e. 22.09.2018 to Nov-2019 are to be revised as per succeeding months average consumption of the meter by considering IMR: 0 (22.09.2018) & FMR: 141 (Nov-2022) under CI-155 & 157 of OERC Dist. Code 2019.
2. DPS is to be levied 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
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Ajit Kumar Bhoi, At/Po-Jharnipali, Via-Loisingha, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Loisingha.
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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums.”