

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),

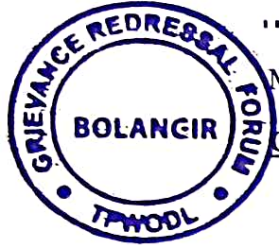
Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 260⁵¹

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/63/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Pramod Kumar Rana, For Sri Lalit Behera, At/Po-Bijepur, Via-Titilagarh, Dist-Bolangir		912001031788	9337993140
3	Respondent/s	Name EE, TED, TPWODL, Titilagarh		Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	18.01.2024			
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	15.02.2024			
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: GRF, Bolangir

Appeared:

For the Complainant -Sri Pramod Kumar Rana
For the Respondent -Sri Kailash Chandra Swain, DFM (Auth. Representative)

Complaint Case No. BGR/63/2024

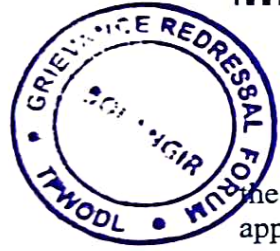
Sri Pramod Kumar Rana,
For Sri Lalit Behera,
At/Po-Bijepur,
Via-Titilagarh,
Dist-Bolangir
Con. No. 912001031788

COMPLAINANT

-Versus-

Executive Engineer,
Titilagarh Electrical Division,
TPWODL, Titilagarh

OPPOSITE PARTY



ORDER
(Dt.28.02.2024)

During hearing on dt.15.02.2024 the Complainant Sri Pramod Kumar Rana appeared before the Forum in person whereas Sri Kailash Chandra Swain, DM (F&C), TED, TPWODL, Titilagarh appeared as opposite party on behalf of EE, TED, TPWODL, Titilagarh.

The Complainant bearing consumer no. 912001031788 in his written petition dt.18.01.2024 i.e. during a GRF camp held at Belgaon under TED, Titilagarh disputed the wrong billing done against him. He therefore requested before the Forum to redress his grievance by way of a suitable bill revision.

The opposite party on the other hand submitted a billing abstract concerning to the period from April'2018 to January'2024 followed by a PVR dt.12.02.2024 and a written version which reveals that;

- The consumer comes under Irrigation tariff with a CD of 7.5 KW.
- He was being billed on provisional and average basis having no meter with the premises till September'2022 since long.
- A new meter has been installed bearing no. 10008370 on dt.19.09.2022. During the first month of its installation the CMR was recorded for 496 Kwh in the new meter but bill was raised for 14995 units for payment basing upon the billing average of the old meter as per MMG report in FG.
- The CMR as on dt.12.02.2024 is reported to 17423 Kwh as per PVR having meter status being ok.

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

The Forum after going through all the documents produced by the opposite party before it, observed that;


CO-OPTED MEMBER


MEMBER (Fin.)
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PRESIDENT

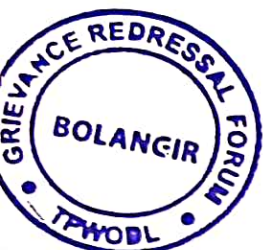
- a) Actually a wrong bill has been raised against the consumer with an absurd consumption of 14995 Kwh for the month of August'2022 considering average billing from April'2021 to August'2022 which needs a bill revision.
- b) As per PVR, the meter bearing no. 10008378 is reported to be with ok status with CMR 17463 Kwh on dt.12.02.2024.

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

Bills from February'2022 to January'2024 are to be as per average consumption of new meter by considering IMR '0' (IMR on dt.19.09.2022) and FMR '7975' (CMR of March'2023).


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 Pramod Kumar Rana, At/Po-Bijepur, Via-Titilagarh, Dist-Bolangir.
2. Executive Engineer, Titilagarh Electrical Division, TPWODL, Titilagarh.
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."