

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/ 464⁽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/85/2024		
2	Complainant/s	Name & Address Tanaya Naik, For Sri Gouranga Naik, At-Brahmanipali, Po-Rajendra College, Dist-Bolangir	Consumer No 911225041227	Contact No. 8280427121 969296169
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	29.01.2024		
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	22.02.2024	14.03.2024	21.03.2024
9	Date of Order	30.03.2024		
10	Order in favour of	Complainant	<input checked="" type="checkbox"/> 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 Gouranga Naik
For the Respondent -Smt. Sita Rani Seth, Jr. Accountant (Auth. Representative)

Complaint Case No. BGR/85/2024

Tanaya Naik,
For Sri Gouranga Naik,
At-Brahmanipali,
Po-Rajendra College,
Dist-Bolangir
Con. No. 911225041227

- COMPLAINTANT



-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 consumer Sri Gouranga Naik appeared before the Forum in person whereas Smt. Sita Rani Seth, Jr. Accountant appeared before he Forum as authorised representative of opposite party.

The Complainant bearing consumer no. 911225041227 in his written petition stated that average basis bills have been raised resulting accumulation of arrears. He therefore requested before the Forum for revision of such wrong bills so that the arrear can be reduced.

On the other hand the opposite party submitted a billing statement pertaining to the period from May-June'2015 to January'2024 along with a PVR dt.20.02.2024 accompanied with a written version. All such documents do indicate that;

- Average and provisional basis bills have been done from July-August'2017 to March'2019 against a defective meter bearing no. 8161280.
- A new meter having Sl. No. LW098854 has been replaced during April'2019.
- Abnormal billing for 3811 units have been done for December'2016.

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

The Forum after going through all the relevant records produced before it, observed that;

- The CD of the premises is of 1.5 KW domestic load.
- The date of power supply is dt.23.05.2015.
- The defective meter appears to have been replaced on dt.07.01.2019.
- A bill for an abnormal consumption is seen to have been done for 3811 units during December'2016.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

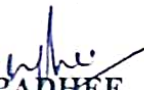
The Forum is therefore of the opinion for recast and revision of bills and directed the opposite party in this regard. The opposite party on spot recalculated the bills with a recast where an amount of Rs.3978/- appears to be withdrawn. Accordingly the revision of provisional and average bills were done with IMR '0' and FMR '255' (CMR of July'2019) where the revised figure is arrived for withdrawal at Rs.69995.04.

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

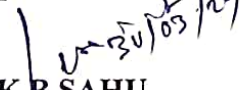
1. The bill revision is to be done from July-August'2017 to February-March'2019 considering with IMR '0' (IMR on dt.07.01.2019) and FMR '255' (CMR of July'2019).
2. The revision by way of recast is to be finalised from the date of installation of meter i.e. from June'2015 to December'2016 on withdrawal of Rs.3978.
3. Both the bill revision and recast are to be reflected in the next bill positively.

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. Tanaya Naik, C/o-Sri Gouranga Naik, At-Brahmanipali, Po-Rajendra College, 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."