



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/ 390

Dated, the 28/03/2024

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/86/2024		
2	Complainant/s	Name & Address Sri Satrugan Thapa, For Sri Mukteswar Thapa, At-Podhmud, Po-Tendapadar, Dist-Bolangir	Consumer No 912311110581	Contact No. 9668822889
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
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	15.02.2024	16.03.2024	
9	Date of Order	28.03.2024		
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 Satrugan Thapa
For the Respondent -Sri Smarak Panigrahi, Accountant (Auth. Representative)
Sri Kailash Ch. Swain, DM (F&C) (Auth. Representative)

Complaint Case No. BGR/86/2024

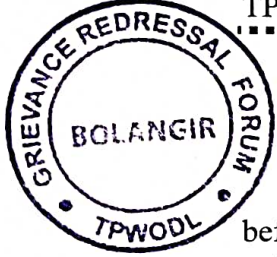
Sri Satrugan Thapa,
For Sri Mukteswar Thapa,
At-Podhmud,
Po-Tendapadar,
Dist-Bolangir
Con. No. 912311110581

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**



ORDER
(Dt.28.03.2024)

During 1st hearing on dt.15.02.2024 the Complainant Sri Satrugan Thapa did not appear before the Forum whereas Sri Smarak Panigrahi, Accountant, TPWODL, Patnagarh appeared as authorised representative of opposite party.

The hearing was adjourned to dt.16.03.2024 due to absence of Complainant.

During hearing on dt.16.03.2024 the Complainant Sri Satrugan Thapa appeared before the Forum in person and Sri Kailash Chandra Swain, DM (F&C), TPWODL, TED, Titilagarh appeared as authorised representative of opposite party.

The Complainant bearing consumer no. 912311110581 in his written petition disputed the huge arrear being accumulated due to wrong billing. He therefore requested before the Forum to sortout his grievance by way of a suitable bill revision.

On the other hand the opposite party submitted a billing abstract concerning to the period from January-February'2001 to January'2024 with a written version dt.12.02.2024 which reveals that the erroneous bills have been rectified through a bill revision pertaining to the period from February'2021 to January'2023 on incorporation of the IMR '0' of dt.09.02.2023 and CMR 394 (CMR of July'2023) resulting withdrawal of Rs.9158.70. The revision will also be reflected in teh bill of next month. He also requested to do the needful as deemed fit in this regard.

The Forum after going through the available documents placed before it, observed that;

1. The date of power supply of the consumer is dt.29.09.2012 with a CD of 02 KW domestic load.

CO-OPTED MEMBER

MEMBER (Fm.)

PRESIDENT

2. Provisional and average bills have been raised from January'2021 to January'2023.
3. A new meter with SL. No. TWO2062222 has been installed on dt.09.02.2023.

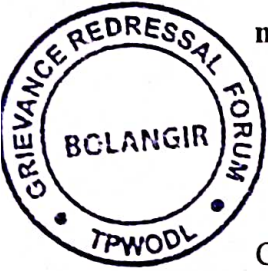
Keeping the facts in view the Forum directed the opposite party to revise the bills from February'2021 to January'2023 who on spot initiated it observing the departmental guidelines. Accordingly an amount of Rs.9158/- is seen to be withdrawn from the arrears.

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

Since the opposite party has revised the bill and the Complainant is convinced with the proposed withdrawal of Rs.9158/- the Forum directed the opposite party to carryout the revision proposal which must be reflected in the next bill.

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
K.S.PADHEE
CO-OPTED MEMBER

P.K. Sahoo
P.K.SAHOO
MEMBER (Fin.)

K.B. Sahu
K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Satrugan Thapa, At-Podhmud, Po-Tendapadar, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Patnagarh.
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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."