

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/ 261

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/88/2024		
2	Complainant/s	Name & Address Sri Jaya Ketan Raiguru, For Late Siva Sankar Raiguru, At-Keutpada, Po/Dist-Sonepur	Consumer No 915101030019	Contact No. 9658026257 9776983698
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Sonepur	Division Sonepur Electrical Division, TPWODL, Sonepur	
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) 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 Jaya Ketan Raiguru

For the Respondent -Sri Biswajit Mahapatra, OAG-II (Auth. Representative)

Complaint Case No. BGR/88/2024

Sri Jaya Ketan Raiguru,
For Late Siva Sankar Raiguru,
At-Keutpada,
Po/Dist-Sonepur
Con. No. 915101030019

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COMPLAINANT

-Versus-

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

-

OPPOSITE PARTY



ORDER
(Dt.28.02.2024)

During hearing on dt.15.02.2024 the Complainant Sri Jaya Ketan Raiguru appeared before the Forum in person whereas Sri Biswajit Mahapatra, OAG-II, SED, TPWODL, Sonepur appeared as opposite party on behalf of S.D.O (Elect.), TPWODL, Sonepur.

The Complainant bearing consumer no. 915101030019 in his written petition dt.19.01.2024 disputed the average basis bills raised against him resulting accumulation of a huge arrear. He therefore requested the Forum for revision of such average bills and to reduce the arrear.

The opposite party on the other hand submitted a billing abstract pertaining to the period from January'2018 to January'2024 having enclosed a PVR drawn on dt.14.02.2024 along with a written version;

1. The consumer comes under LT/ domestic category.
2. The monthly bills on average basis have been raised in two phases, first from February'2001 to November'2001 and secondly from February'2011 to October'2019.
3. A new meter with SL. No. LW406278 was installed during November'2019 which remained in use till July'2023.
4. Further another meter has been replaced by a new one bearing no. TWFP51042437 which still exists with ok status.
5. The CD of the premises has been assessed to 3.8 KW with CMR at 2793 as on dt.14.02.2024.

He also requested before 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;

[Signature]
CO-OPTED MEMBER

[Signature]
MEMBER (Fin.)

[Signature]
PRESIDENT

- a. The date of power supply to the premises in question is dt.01.01.1990 with CD of 3.5 KW of domestic load.
- b. The outstanding arrear by January'2024 is seen to be Rs.1,40,835.55.
- c. The average bills from February'2011 to October'2019 needs revision.

Keeping the above facts in view the Forum feels that the Complainant may not be benefited with any fiscal relief if the bill revision will be taken. Therefore it is of the opinion to drop the case.

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

The case is hereby dropped.

Case is disposed off accordingly.



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 Jaya Ketan Raiguru, At-Keutpada, Po/Dist-Sonepur.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Sonepur.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
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."