

GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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Bench: Er. Kumuda Bandhu Sahu (President),

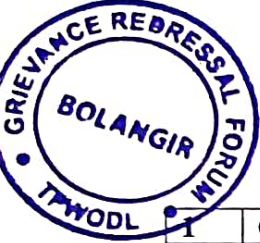
Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 262⁶

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/97/2024		
2	Complainant/s	Name & Address Sri Ram Ratan Sahu, At-Bandhpada, Po-Fatkara (B), Via-R.College, Dist-Bolangir	Consumer No 915103050297	Contact No. 8018652440
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Sonapur	Division Sonapur Electrical Division, TPWODL, Sonapur	
4	Date of Application	05.02.2024		
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	05.02.2024		
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: Camp Court at Dubula

Appeared:

For the Complainant -Sri Ram Ratan Sahu
For the Respondent -Sri Bibekananda Dikshit, S.D.O (Elect.), Sonapur

Complaint Case No. BGR/97/2024

Sri Ram Ratan Sahu,
At-Bandhpada,
Po-Fatkara (B),
Via-R.College,
Dist-Bolangir
Con. No. 915103050297

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY



ORDER
(Dt.28.02.2024)

During spot hearing at Dubula consumer camp on dt.05.02.2024 the Complainant Sri Ram Ratan Sahu appeared before the Forum in person and Sri Bibekananda Dikshit, S.D.O (Elect.), TPWODL, Sonapur also appeared as opposite party.

The Complainant bearing consumer no. 915103050297 disputed the average bills raised from February-March'2022 to till date despite the meter being in running condition. He therefore requested before the Forum for revision of such bills as per actual meter reading.

On the other hand the opposite party submitted a billing statement supported with a PVR dt.05.02.2024 which reveals that;

1. Actual basis bills have been raised from the date of power supply to April'2011 with some intermittent provisional bills being duly adjusted against meter bearing Sl. No.B164640.
2. A new meter with Sl. No. 8002248 is seen to have been replaced from May'2011 with actual meter reading till November'2014 and thereafter on provisional basis and later on average basis from July'2015.
3. The defective meter with average basis bills has further been replaced with meter no. LW311852 (dt.30.06.2019) from July'2019 having billing with actual basis and on provisional and average basis from March'2022 to till date.
4. The CMR of the existing meter no. LW311852 is 19972 Kwh having meter status being ok as per PVR dt.05.02.2024.
5. Keeping the above fact in view the Forum is of the opinion for revision of the average period bills from June'2017 to May'2019 restricted to preceeding two years, leaving the recast part from July'2017 to June'2019 to be taken up by the opposite party.

CO-OPTED MEMBER

MEMBER (Fin.)
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PRESIDENT


6. If bill revision will be considered, additional bill will be added with arrear outstanding and the consumer will not get any financial relief from the bill revision. Rather the Complainant will be deprived from the bill revision and the purpose of the Complainant will not be fulfilled. Hence the Forum feels to drop the matter.
7. It came to the knowledge of the Forum that there is a suppressed reading of 4623 units billed during June-July'2021. To resolve the consumer's grievance, it should be recasted from the date of existing meter installation date i.e. dt.30.06.2019.

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

1. The meter status is to be changed to actual in FG database with CMR '19972' as on dt.05.02.2024.
2. Provisional and average bills from February-March'2022 to dt.15.01.2024 are to be revised with IMR '10020' (IMR of February-March'2022) and FMR '19972' (CMR on dt.05.02s.2024).
3. The suppressed reading of 4623 units done in June-July'2021 is to be recasted from June'2019 to June-July'2019 by considering IMR '0' (IMR of dt.30.06.2019) and FMR '7423' (CMR of June-July'2021).

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 Ram Ratan Sahu, At-Bandhpada, Po-Fatkara (B), Via-R.College, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Sonapur.
3. DFM/ AFM/ JFM, Sonapur Electrical Division, TPWODL, Sonapur.
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."