

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/

262⁶¹

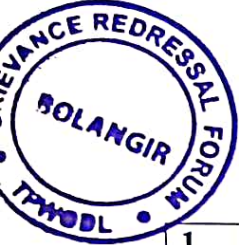
Dated, the

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/98/2024		
2	Complainant/s	Name & Address Sri Hemanta Mahaling, At-Khairbhadi, Po-Charbhata, Dist-Sonepur	Consumer No 915103150265	Contact No. 9178053723
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Sonepur	Division Sonepur Electrical Division, TPWODL, Sonepur	
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 Hemanta Mahaling
For the Respondent –Sri Bibekananda Dikshit, S.D.O (Elect.), Sonapur

Complaint Case No. BGR/98/2024

Sri Hemanta Mahaling,
At-Khairbhadi,
Po-Charbhata,
Dist-Sonepur
Con. No. 915103150265

- **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 Hemanta Mahaling 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. 915103150265 disputed the wrong billings and thus requested before the Forum for revision of monthly bills as per actual meter reading.

The opposite party on the otherhand submitted a billing abstract concerning to the period from January'2017 to December'2023 along with a PVR dt.05.02.2024 which reveals that;

1. Monthly bills from January'2017 to August'2019 are being raised on actual and provisional basis and thereafter average bills generated from September'2019 to December'2023 against the meter no. WUV24204.
2. A new meter has been replaced with Sl. No. TPWODL1030943 with ok status having CMR at 1473 (Kwh) as on dt.05.02.2024 as per report of ESO, Tarbha but as per FG meter photo, the CMR on dt.18.01.2024 is 2648 and dt.15.02.2024 is 2725 which implies that the concerned field officer has misleded the Forum for which the Forum has taken it as a "serious note" and warned not to repeat in future.

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

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

- a) Provisional and average bills have been raised from September-October'2018 to till date.
- b) A new meter is seen to have been replaced on dt.13.10.2022 but the protocal being updated during January'2023 but the Kwh parameter has not yet captured.
- c) The CMR as on dt.18.01.2024 is 2648 Kwh.

CO-OPTED MEMBER

MEMBER (Fin.)

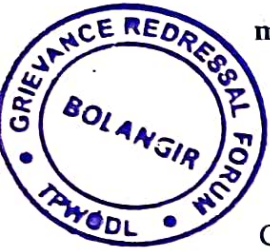
PRESIDENT


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

- 1) The meter protocol is to be uploaded immediately.
- 2) The monthly bills from November'2020 to October'2022 (two years) are to be revised with IMR '0' (IMR on dt.13.10.2022) and FMR '2648' (CMR of dt.18.01.2024).

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 Hemanta Mahaling, At-Khairbhadi, Po-Charbhata, 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."