

GRIEVANCE REDRESSAL FORUM, BOLANGIR

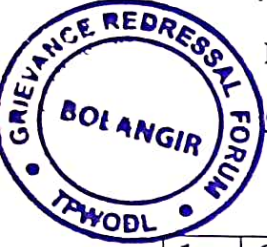
(Infront of Children's Park),

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/ 264

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/99/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Satya Narayan Naik, At-Silatimunda, Po-Sargaj, Dist-Sonepur		915103100301	6371398123
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	<input checked="" type="checkbox"/>	
		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) <u>155, 157</u>			
		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 <input checked="" type="checkbox"/>	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 Satya Narayan Naik
For the Respondent -Sri Bibekananda Dikshit, S.D.O (Elect.), Sonapur

Complaint Case No. BGR/99/2024

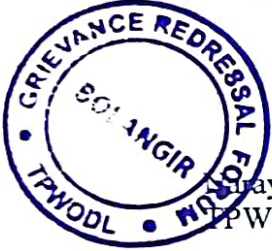
Sri Satya Narayan Naik,
At-Silatimunda,
Po-Sargaj,
Dist-Sonepur
Con. No. 915103100301

- **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 Satya Narayan Naik 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. 915103100301 disputed the wrong billing done resulting accumulation of huge arrear. He therefore requested before the Forum to sortout his grievance by way of an appropriate bill revision.

On the other hand the opposite party submitted a billing abstract pertaining to the period from January'2003 top December'2023 which indicates that;

- 1) Actual and provisional bills have been raised from January'2003 to April'2011. The intermittent provisional bills were duly adjusted.
- 2) But average bills are being raised from May'2011 to July'2015 against a meter with Sl. No. 1817440.
- 3) The above defective meter has been replaced during September'2015 bearing SL. No. 345614 which continued till November'2018.
- 4) Again a new meter bearing no. LW132991 is replaced during January'2019 which is still existing with ok status.

The Forum after due scrutiny of records placed before it, observed that a wrong reading is seen to have been taken during August-September'2018 which has been corrected through "O" code subsequently corrected through "O" code during October-November'2018.

The Forum after due examination of all the records is of the opinion for revision of bills.

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 monthly bills from April-May'2018 to October-November'2018 are to be revised with IMR '2262' (IMR of April-May'2018) and FMR '2312' (CMR of October-November'2018).
2. The monthly bills raised from April-May'2014 to June-July'2015 are to be revised as per average consumption of new meter by considering IMR '997' (IMR of October-November'2015) and FMR '1525' (CMR of May-June'2016).

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.



[Signature]
K.S.PADHIEE

CO-OPTED MEMBER

[Signature]
P.K.SAHOO

MEMBER (Fin.)

[Signature]
K.B.SAHU

PRESIDENT

Copy to: -

1. Sri Satya Narayan Naik, At-Silatimunda, Po-Sargaj, 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."