



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:-(06652) 235741

E-mail: grfvseco.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/ 631

Dated, the 11/06/2024

Corum: Er. Kumuda Bandhu Sahu - President
Sri Prasanta Kumar Sahoo - Member (Finance)
Sri Krupasindhu Padhee - Co-Opted Member

1	Case No.	Complaint Case No. BGR/363/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Jagmohan Sahu, At/Po-Burda, Via-Loisingha, Dist-Bolangir		911001070153	7735333169
3	Respondent/s	Name EE, BED, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	29.04.2024			
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) 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	16.05.2024	30.05.2024		
9	Date of Order	11.06.2024			
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: GRF, Bolangir

Appeared:

For the Complainant -Sri Jaga Mohan Sahu
For the Respondent -Sri Srikanta Satpathy, AFM, BED, Bolangir (Auth. Rep.)

Complaint Case No. BGR/363/2024

Sri Jagmohan Sahu,
At/Po-Burda, Via-Loisingha,
Dist-Bolangir
Con. No. 911001070153

- COMPLAINANT

-Versus-

Executive Engineer,
Bolangir Electrical Division,
TPWODL, Bolangir

- OPPOSITE PARTY

ORDER

(Dt.11.06.2024)

HISTORY OF THE CASE

The Complainant is a LT-Small Ind. consumer availing a CD of 6 KW. He has disputed about the imposition of fixed charges from Apr-2023 to Mar-2024. He has submitted his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 16.05.2024

On the above hearing data, the complainant was absent whereas the opposite party was present. For that, the date was adjourned and next date of hearing was fixed on 30th May 2024. Accordingly, notice was served to both the parties.

PROCEEDING OF HEARING DATED : 30.05.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Loisingha section of Loisingha Sub-division. The consumer represented that he was received the monthly bill with excess demand charges from Apr-2023 to Mar-2024 which is erroneous. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with billing ledger and meter dump report. On defence, he intimated that the consumer is a LT-Small Ind. Consumer availing power supply since Sep-2005. The billing dispute raised by the complainant for the erroneous demand charges from Apr-2023 to Mar-2024 is true and needs revision as per dump report.

Considering the above, the OP requested before the Forum to pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Small Ind. Consumer with a CD of 6 KW. The consumer has availed power supply since 21st Sep. 2005 and the arrear outstanding upto Apr.-2024 is ₹. 18,620.93p. As complained by the complainant and submission of OP, it is observed by the Forum that,


CO-OPTED MEMBER


MEMBER (Fin.)


PRESIDENT





1. The consumer was billed with inflated MD (KVA) for the period Apr-2023 to Mar-2024. The month-wise details are,

MONTH	BILLED MD	MD AS PER DUMP (KVA)	MD AS PER DUMP (KW)
Apr-23	51.1	15.72	15
May-23	51.2	16.84	16
Jun-23	51.3	13.72	16
Jul-23	51.31	6.2	16
Aug-23	51.32	4.04	16
Sep-23	52.32	0.16	16
Oct-23	52.33	2.4	16
Nov-23	52.43	0.16	16
Dec-23	52.44	2.04	16
Jan-24	67.64	17.28	16
Feb-24	78.04	16.32	16
Mar-24	87.84	16.72	16

The OP also submitted that there is some error in the billing for which the demand charges has been claimed at higher side which needs bill revision. The meter dump report and written version submitted by OP has taken into record.

During the course of hearing, the OP has initiated that they have initiated bill revision process based on the dump report and the proposed amount of withdrawn is ₹. 6,300/- and the revision period is Apr-2023 to Mar-2024.


2. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹. 18,620.93p upto Apr.-2024.

In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

1. The OP is directed to revise the MMFC of the consumer from Apr-2023 to Mar-2024 based on meter dump report.
2. DPS is to be levied as per OERC Regulation.
3. All sundries and adjustments are to be considered during the above revision period.

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 Jagmohan Sahu, At/Po-Burda, Via-Loisingha, Dist-Bolangir.
2. Executive Engineer, Bolangir Electrical Division, TPWODL, Bolangir.
3. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
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."