



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/ 789^B

Dated, the 29/08/2024

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/471/2024		
2	Complainant/s	Name & Address Sri Girish Govind Padmani, For Sri Sandip Govind Padmani, At-Royal Residency, House No. 02, Satyanarayanpada, Po/Dist-Bolangir	Consumer No 911001040203	Contact No. 9437365187
3	Respondent/s	Name EE, BED, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	26.07.2024		
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	08.08.2024		
9	Date of Order	29.08.2024		
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 Girish Govind Padmani
For the Respondent -Sri Srikanta Satpathy, AFM (Auth. Representative)

Complaint Case No. BGR/471/2024

Sri Girish Govind Padmani,
For Sri Sandip Govind Padmani,
At-Royal Residency,
House No. 02, Satyanarayanpada,
Po/Dist-Bolangir
Con. No. 911001040203

COMPLAINANT

-Versus-

Executive Engineer,
Bolangir Electrical Division,
TPWODL, Bolangir

OPPOSITE PARTY



ORDER
(Dt.29.08.2024)

HISTORY OF THE CASE

The Complainant is a HT-Industrial (Medium Industrial category). consumer availing a CD of 35 KW availing power supply from his own 63 KVA substation He has disputed the additional bill raised in April 2024 calculated from Sept-22 to Oct-23 for Rs.84204.86. 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 : 08.08.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Chhatamakhna Section of Bolangir-II,Sub-division. The consumer represented that he was served with additional bills raised from Sept-22 to Oct-23 for Rs.84204.86. He has submitted his grievances for revision of bill.. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

PREVIOUS COMPLAINS IF ANY :

Letter dt.30.05.2024 addressed to SE, EC, TPWODL, Bolangir

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant document. On defence, he intimated that the consumer is a HT Industrial (MI) consumer availing a CD of 35 KW availing power supply from his own 63 KVA substation since September 2022. The billing dispute raised by the complainant is for additional bills raised from Sept-22 to Oct-23 for Rs.84204.86 is not based on facts. . Furthermore OP has stated that the consumer has availed power supply at HT side and metering is at HT side but wrongly the bill was generated considering LT supply, LT metering for

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

which less unit was billed (Kvah) which was identified in November'2023. Such mistake was corrected and an additional bill was served with detailed calculation sheet.

Considering the above, the OP requested before the Forum for reject the complaint and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The above-said consumer is a HT-Industrial consumer with a CD of 35 KW. The consumer has availed power supply since 28th September'2022. The consumer is availing power supply from his own 63 KVA Sub-Station and metering is at HT side. As submitted by the opposite party, due to oversight, the consumer was billed as per LT tariff considering Kwh reading whereas the consumer was to be billed as per HT tariff considering Kvah reading. The error was identified during November'2023. For that, an additional bill of Rs.84204.56ps was raised by the opposite party and served to the consumer vide letter no. 307 dt.28.02.2024. The Complainant raised dispute against the impugned additional bill.

During the course of hearing, the opposite party was elaborately explained the base of additional bill to the Complainant and the Complainant was convinced with that and requested before the Forum to allow suitable installment as he is not in a position to make payment at one go.

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 Complainant is liable to make payment of additional bill of Rs.84204.86ps.
2. The opposite party is directed to allow suitable installment observing departmental guidelines.
3. The opposite party is herewith warned not to repeat such mistake in future.

Case is disposed off accordingly.



K.S.PADHEE
CO-OPTED MEMBER

P.K.SAHOO
MEMBER (Fin.)

K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Girish Govind Padmani, At-Royal Residency, House No. 02, Satyanarayanpada, Po/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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."