



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/ 763 (5)

Dated, the 12/08/2024

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/489/2024		
2	Complainant/s	Name & Address Smt. Sebati Bhue, For Sri Jubraj Bhue, At/Po-Bilaisarda, Dist-Bolangir	Consumer No 911212200208	Contact No. - -
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	06.08.2024		
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) <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	06.08.2024		
9	Date of Order	12.08.2024		
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: Camp Court at Bilaisarda

Appeared:

For the Complainant -Smt. Sebati Bhue
For the Respondent -Sri Jagannath Mohanty, ESO, Chhatamakhna (Representative)

Complaint Case No. BGR/489/2024

Smt. Sebati Bhue,
For Sri Jubraj Bhue,
At/Po-Bilaisarda,
Dist-Bolangir
Con. No. 911212200208

- COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division, No. II,
TPWODL, Bolangir

- OPPOSITE PARTY



ORDER
(Dt.12.08.2024)

HISTORY OF THE CASE

The Complaint petition filed by Smt. Sebati Bhue represented for Shri Jubraj Bhue who is LT-Dom. consumer availing a CD of 1.5 KW. He has disputed the erroneous and inflated bills raised in different months i.e. Sep-2019, Apr-2020 & Jul-2020 etc. She 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 : 06.08.2024

SUBMISSION OF COMPLAINANT DURING HEARING


The complainant is a consumer under Chatamakhna section of Balangir-II Sub-division. The complainant represented that he was served with erroneous & inflated bills in Sep-2019, Apr-2020 & Jul-2020 etc. For that, the arrear has accumulated to ₹ 29,765.20p upto Jul.-2024. 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 from Sep-2014 to Jul-2024. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Sep-2014. The billing dispute raised by the complainant for the inflated billing done in previous months is a genuine dispute. This has happened due to suppressed meter reading done by concerned meter to prevent actual billing in the previous months. As the above-stated period bill has not been revised, it needs bill revision.

Considering the above, the OP requested before the Forum for revision of previous disputed bills and pass order as deemed fit.


CO-OPTED MEMBER


MEMBER (Fin.)


PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1.5 KW. The consumer has availed power supply since 12th Sep. 2014 and the arrear outstanding upto Jul-2024 is ₹ 29,765.20p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Based on consumer complaint, the Forum analysed the consumption pattern of previous month and observed that in some months excess units have been billed. The details are,

MONTH	BILLED UNITS
Sep-2019	857
Apr-2020	467
Sep-2020	586

The OP submitted that due to suppressed meter reading by the concerned meter reader in the preceding months, the consumer was billed less units than his actual consumption. This has been identified and the unbilled units has been billed in the subsequent months. Due to such bill, the arrear amount has accumulated.

2. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹ 29,765.20p upto Jul.-2024.
3. During the course of hearing, the OP has agreed with the billing complaints and initiated bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has been recasted with the consumption and a net amount of ₹ 2,933.79p is to be withdrawn from the arrear outstanding.

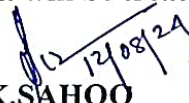
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

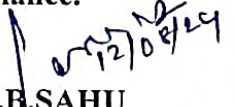
The OP has recasted the energy bill and the petitioner was convinced with the proposed withdrawal amount of ₹ 2,933.79p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.

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. Smt. Sebati Bhue, C/o-Sri Jubraj Bhue, At/Po-Bilaisarda, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, 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."