



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/ 766

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/493/2024 | | | |
| 2 | Complainant/s | Name & Address | | Consumer No | Contact No. |
| | | Sri Mahendra Thapa, At/Po-Pipirda, Dist-Bolangir | | 911212350179 | 7749837164 |
| 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 | <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 Bilaisarda

Appeared:

For the Complainant -Sri Mahendra Thapa
For the Respondent -Sri Jagannath Mohanty, ESO, Chhatamakhna (Representative)

Complaint Case No. BGR/493/2024

Sri Mahendra Thapa,
At/Po-Pipirda,
Dist-Bolangir
Con. No. 911212350179

- 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 the consumer Shri Mahendra Thapa who is LT-Dom. consumer availing a CD of 1 KW. He has disputed the erroneous and inflated bills raised in different months starting from Jan.-2018 to Apr.-2024. He was filed 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 Bolangir-II Sub-division. The complainant represented that he was served with erroneous & inflated bills between Jan.-2018 to Apr.-2024. For that, the arrear has accumulated to ₹ 40,990.51p upto Jun.-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 Jan.-2018 to Jun.-2024. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Jan.-2018. The billing dispute raised by the complainant for the inflated billing done in some of the 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 KW. The consumer has availed power supply since 20th Jan. 2018 and the arrear outstanding upto Jun.-2024 is ₹ 40,990.51p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that erroneous reading & inflated billing was observed during Jan.-2018 to Apr-2024 which needs bill revision as per actual meter reading. The OP admitted the complaint and submitted that due to suppressed meter reading by the concerned meter reader in the above-stated period, the consumer was billed less units than his actual consumption. Hence, to resolve the consumer grievances, the meter reading should be recasted as per TPWODL guidelines. During the course of hearing, the OP has admitted with the billing complaints and initiated bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has been recalculated with the consumption and an amount of ₹ 5,597.22p is to be withdrawn from the arrear outstanding.
2. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹ 40,990.51p upto Jun.-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.

The OP has recasted the energy bill and the petitioner was convinced with the proposed withdrawal amount of ₹ 5,597.22p. 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. Sri Mahendra Thapa, At/Po-Pipirda, 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."