



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/ 250^{CS}

Dated, the 06/09/2024

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/514/2024		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Ghatu Rana, For Sri Sakti Rana, At-Tankarupada, Po-Kholan, Via-Titilagarh, Dist-Bolangir	912133070059	6371764559
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Titilagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	14.08.2024		
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	14.08.2024		
9	Date of Order	06.09.2024		
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 Kholan

Appeared:

For the Complainant -Sri Ghatu Rana
For the Respondent -Sri Binay Kumar Panigrahi, S.D.O (Elect.), Titilagarh

Complaint Case No. BGR/514/2024

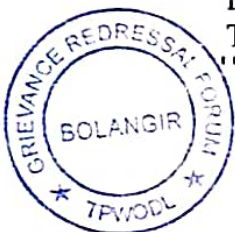
Sri Ghatu Rana,
For Sri Sakti Rana,
At-Tankarupada,
Po-Kholan,
Via-Titilagarh,
Dist-Bolangir
Con. No. 912133070059

- COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division,
TPWODL, Titilagarh

- OPPOSITE PARTY



ORDER
(Dt.06.09.2024)

During spot hearing at Kholan consumer camp on dt.14.08.2024 the Complainant Sri Ghatu Rana appeared before the Forum in person and also Sri Binay Kumar Panigrahi, S.D.O (Elect.), TPWODL, Titilagarh appeared in person as opposite party.

The Complainant bearing consumer no. 912133070059 in his written petition disputed the abnormal high consumption billing with 3599 units raised during the month of August'2022. He therefore requested before the Forum for redressal of his grievance by way of a suitable bill revision.

The opposite party on the other hand submitted a billing abstract concerning to the period from October'2019 to June'2024 which reveals that;

1. A meter bearing Sl. No. 540235 still exists from the date of power supply.
2. The consumer comes under Kutirjyoti category till December'2020 and later converted to domestic tariff.
3. An unit of 3599 has been gilled during the month of August'2022 which consumer disputes at present.

He also requested before the Forum to take necessary steps as deemed fit in this regard.

The Forum after going through all the relevant documents made available before the Forum observed that;

1. The meter with Sl. No. 540235 is still available in the premises of the Complainant.
2. An abnormal billing for 3599 units is seen to have been raised during August'2022 which needs to be revised.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

3. The consumer has been billed on actual meter reading basis with some intermittent provisional bills which has been properly adjusted subsequently.
4. The CD of the premises is within 1.00 KW under domestic category with arrear of Rs.20275.06ps by month ending June'2024.

The Forum is therefore of the opinion for revision of abnormal bill of 3599 units during August'2022 by way of a recasting of the energy bill consumed with the present meter.

The opposite party on the other hand has admitted the billing dispute for the above said period during hearing and initiated bill revision process on spot observing departmental guidelines. Accordingly, the monthly bills have been recalculated with the consumption by way of a recast and the petitioner was convinced with the proposed withdrawal of Rs.2148.48.

Basing on above observations, Forum passes the following direction as per Regulation of OERC Distribution (Conditions of Supply) Code 2019.

The Forum therefore directs the opposite party to carry out the revision proposal with the proposed revised amount of Rs.2148.48ps which 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.



[Signature]
K.S.PADHÉE
CO-OPTED MEMBER

[Signature]
P.K.SAHOO
MEMBER (Fin.)

[Signature]
K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Ghatu Rana, At-Tankarupada, Po-Kholan, Via-Titilagarh, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Titilagarh.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
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."