



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/ 837

Dated, the 31/08/2024

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/582/2024 | | | |
| 2 | Complainant/s | Name & Address | Consumer No | Contact No. | |
| | | Sri Fakira Sahu, For Smt. Geeta Sahu, At-Tengrapathar, Po-Luhasingha, Dist-Bolangir | 912314112056 | 9777652401 | |
| 3 | Respondent/s | Name S.D.O (Elect.), TPWODL, Patnagarh | Division Titilagarh Electrical Division, TPWODL, Titilagarh | | |
| 4 | Date of Application | 28.08.2024 | | | |
| 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) 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 | 28.08.2024 | | | |
| 9 | Date of Order | 31.08.2024 | | | |
| 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 Juria

Appeared:

For the Complainant -Sri Fakira Sahu
For the Respondent -Sri Debadatta Mahapatra, S.D.O (Elect.), Patnagarh

Complaint Case No. BGR/581/2024

Sri Fakira Sahu,
For Smt. Geeta Sahu,
At-Tengrapathar,
Po-Luhasingha,
Dist-Bolangir
Con. No. 912314112056

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**



ORDER
(Dt.31.08.2024)

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Kakira Sahu who is LT-Dom. consumer availing a CD of 1 KW. He was disputed the erroneous and inflated bills raised in Jun-2023 with 2474 units. 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 : 28.08.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Khaprakhol section of Patnagarh Sub-division. The complainant represented that he was served with erroneous & inflated bills in Jun.-2023 with 4064 units. For that, the arrear has been accumulated to ₹ 13,105.82p 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 Jan.-2019 to Jul-2024. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Oct-2018. The billing dispute raised by the complainant for the inflated billing done in the month of Jun-2023 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.

[Signature]
CO-OPTED MEMBER

[Signature]
MEMBER (Fin.)
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PRESIDENT

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

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 27th Oct. 2018 and the arrear outstanding upto Jul.-2024 is ₹ 13,105.82p. 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 done in the month of Jun-2023 with 2474 units 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 ₹ 6,136.93p 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 ₹ 13,105.82p upto Jul.-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.

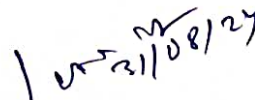
The OP has recasted the energy bill and the petitioner was convinced with the proposed withdrawal amount of ₹ 6,136.93p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.

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 Fakira Sahu, At-Tengrapathar, Po-Luhasingha, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Patnagarh.
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."