



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/ 912^{CS}

Dated, the 19/09/2024

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/614/2024			
2	Complainant/s	Name & Address Sri Ananda Sahu, For Sri Jita Sahu, At-Barandabahal, Po-Patharla, Via-R.College, Dist-Bolangir	Consumer No 911225180348	Contact No. 7735420305	
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir		
4	Date of Application	12.09.2024			
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	12.09.2024			
9	Date of Order	19.09.2024			
10	Order in favour of	Complainant	<input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>
11	Details of Compensation awarded, if any.	Nil			

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Duspur

Appeared:

For the Complainant -Sri Ananda Sahu
For the Respondent -Sri Riazul Hoque, ESO, REC, Bolangir (Representative)

Complaint Case No. BGR/614/2024

Sri Ananda Sahu,
For Sri Jita Sahu,
At-Barandabahal,
Po-Patharla,
Via-R.College,
Dist-Bolangir
Con. No. 911225180348

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY



ORDER
(Dt.19.09.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 0.5 KW. He has disputed the average bill raised from Oct-2020 to Jun-2022 and Mar-2024 to May-2024 due to meter defective. 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 : 12.09.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under REC section of Sub division-II, Balangir. The consumer has disputed the average bill raised from Oct-2020 to Jun-2022 and Mar-2024 to May-2024 with meter defective status where the meter is running. The consumer raised dispute against the said period and requested before the Forum for suitable revision of bill.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant record. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Sep.-2018. The billing dispute raised by the complainant for the average billing from Oct-2020 to Jun-2022 and from Mar-2024 to May-2024 was due to wrong punching of meter status from OK meter to defective meter by the concerned meter reader. Also, the said meter having sl. no. : LW047122 is still existing and in operation in the consumer premises. The matter has identified in Jun-2024 and the consumer has been billed with CMR : 2109. Bill revision was done in Jun-2022 with Cr. of ₹ 1,309.80 & May-2024 with credit of ₹ 147.40p

CO-OPTED MEMBER

MEMBER (Fin.)

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 0.5 KW. The consumer has availed power supply since 29th Sep. 2018 and the arrear outstanding upto Aug.-2024 is ₹ 6,437.85p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that erroneous billing was done from Oct-2020 to Jun-2024 which needs bill revision as per actual meter reading.

The OP admitted the compliant and submitted that due to wrong punching of meter status by the concerned meter reader this dispute has arised which has been rectified in Jun-2024 with correction of meter status and with CMR : 2109. Hence, the disputed billing period needs bill revision as per actual consumption of the existing meter. Also, the OP stated that bill revision was done in Jun-2022 with Cr. of ₹ 1,309.80p & May-2024 with Cr. of ₹ 147.40p totalling credit of ₹ 1,457.20p.

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 a net amount of ₹ 2,223.44p (₹ 3,680.64 - ₹ 1,457.20) 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 ₹ 6,437.85p upto Aug.-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 was agreed with the billing dispute and revised the bill on spot and the petitioner was convinced with the proposed withdrawal amount of ₹ 2,223.44p (₹ 3,680.64 - ₹ 1,457.20). 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.PADHIE
CO-OPTED MEMBER

P.K.SAHOO
MEMBER (Fin.)

K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Ananda Sahu, at-Barandabahal, Po-Patharla, Via-Rajendra College, 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.

The order is also available at TPWODL Web site : tpwesternodisha.com → customer zone → Grievance Redressal Forum → BOLANGIR → (GRF CASE NO.)

"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."