

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/

1002

Dated, the

24/10/2024

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/682/2024																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Gobinda Sahu, For Sri P.R.Sahu, At-Ramud, Po-Muribahal, Via-Kantabanji, Dist-Bolangir		912212010233	9777928727																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji		Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	19.10.2024																											
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>√</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td>√</td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) –</td></tr></table>				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) –		
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6	Section(s) of Electricity Act, 2003 involved																												
7	OERC Regulation(s) with Clauses	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) 155, 157</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause</td></tr><tr><td>6. Others</td></tr></table>				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																		
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8	Date(s) of Hearing	19.10.2024																											
9	Date of Order	24.10.2024																											
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 Tureikela

Appeared:

For the Complainant -Sri Gobinda Sahu
For the Respondent -Sri Jagannath Pati, S.D.O (Elect.), Kantabanji

Complaint Case No. BGR/682/2024

Sri Gobinda Sahu,
For Sri P.R.Sahu,
At-Ramud,
Po-Mahulbahali,
Via-Kantabanji,
Dist-Bolangir
Con. No. 912212010233

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COMPLAINANT

-Versus-

-

OPPOSITE PARTY

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



ORDER
(Dt.24.10.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 1 KW. He was disputed the energy bills raised for the following period,

- a) average bill raised from Jul-Aug/2003 to Jul-Aug/2004 with meter defective status
- b) Erroneous bills raised in Jul-2021 with 914 units

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 : 19.10.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Turekela section of Kantabanji Sub-division. The consumer has disputed the billing of different period. The disputed billings are,

- a) average bill raised from Jul-Aug/2003 to Jul-Aug/2004 with meter defective status
- b) erroneous bills raised in Jul-2021 with 914 units

He has stated that due to such disputed bill, he has not made regular payment for which the total outstanding has been accumulated to ₹ 62,196.29p upto Sep.-2024. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

CO-OPTEE MEMBER

MEMBER (Fin.)

Page 2 of 4

PRESIDENT

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 prior to Apr-1999. The billing dispute raised by the complainant for the above-stated period is a genuine dispute and needs bill revision. 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.

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 prior to Apr-1999 and the total outstanding upto Sep.-2024 is ₹ 62,196.29p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the representative of the consumer, due to meter defective, he was served with average bills from Jul-Aug/2003 to Jul-Aug/2004 which needs bill revision.

The OP admitted the complaint and submitted that a new meter was installed with meter no. 1950696 during Sep-Oct/2004, thereafter actual billing has been done. The defective billing period needs bill revision as per consumption of new meter.

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 ₹ 2,340.80p is to be withdrawn from the arrear outstanding.

2. The consumer represented that erroneous reading & abnormal billing was observed in Jul.-2021 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 ₹ 5,329.82p is to be withdrawn from the arrear outstanding.

3. The complainant has not paid the monthly bill regularly for which total outstanding has been accumulated to ₹ 62,196.29p upto Sep.-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.

CO-OPTED MEMBER

MEMBER (Fin.)


PRESIDENT

The OP was agreed with the billing dispute and revised the bill on spot and the petitioner was convinced with the proposed withdrawal amount ₹ 7,670.62p (₹ 2,340.80p + ₹ 5,329.82p). 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 Gobinda Sahu, At-Ramud, Po-Mahulbahali, Via-Kantabanji, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Kantabanji.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."