



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/ 62⁶

Dated, the 25/01/2024

Corum: Er. Kumuda Bandhu Sahu - President
Sri Prasanta Kumar Sahoo - Member (Finance)
Sri Krupasindhu Padhee - Co-Opted Member

1	Case No.	Complaint Case No. 1052/2023		
2	Complainant/s	Name & Address Sri Dhaniraj Putel, For Smt. Belamati Putel, At-Budhipadar, Po-Mundapadar, P.S-Sindhekela, Dist-Bolangir	Consumer No 912124082367	Contact No. 8457836304
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Titilagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	06.11.2023		
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	06.11.2023		
9	Date of Order	25.01.2024		
10	Order in favour of	Complainant	√	Respondent
11	Details of Compensation awarded, if any.	Nil		

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Sindhekela

Appeared:

For the Complainant -Sri Dhaniraj Putel
For the Respondent -Sri Sushanta Behera, S.D.O (Elect.), Titilagarh

Complaint Case No. 1052/2023

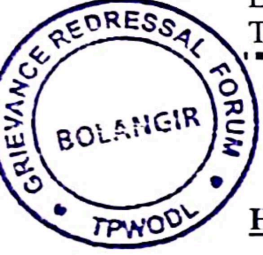
Sri Dhaniraj Putel,
For Smt. Belamati Putel,
At-Budhipadar,
Po-Mundapadar,
P.S-Sindhekela,
Dist-Bolangir
Con. No. 912124082367

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**



ORDER
(Dt.25.01.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 0.5 KW. He has disputed the inflated bill raised in Jan.-2023 with 2224 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: 06.11.2023

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Sindhekela Section of Titilagarh Sub-division. The consumer represented that he was served with inflated bill in Jan.-2023 with 2224 units. For such, the arrear has accumulated to ₹. 8,055.96p upto Nov-2023. 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 abstract. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Jul.-2021. The billing dispute raised by the complainant for the inflated billing done in the month of Jan.-2023 with 2224 units is genuine. This has happened due to suppressed meter reading done by concerned meter reader 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

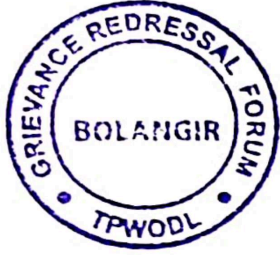
MEMBER (Fin.)
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PRESIDENT

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 17th Jul. 2021 and the arrear outstanding upto Nov-2023 is ₹. 8,055.96p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Due to suppressed meter reading by the concerned meter reader in the preceding months, the consumer was billed with less units than his actual consumption. This has been identified in the month of Jan.-2023 billing and the unbilled units has been billed in the said month. Due to such bill, the arrear amount has accumulated.
2. The consumer has availed power supply on 17th Jul. 2021 but due to delay in updation of billing data, the 1st bill has generated on Oct-2022 i.e. after one year & 3 months which is a gross negligence of the OP in discharging the duties & responsibilities. The Forum herewith warned the OP not to repeat such mistake in future.
3. During the course of hearing, the OP has agreed with the billing complaints and initiate the bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has recasted with the consumption and a net amount of ₹. 4,133.19p is to be withdrawn from the arrear outstanding.



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 bill and the petitioner has agreed with the proposed withdrawal amount of ₹. 4,133.19p. 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 Dhaniraj Putel, At-Budhipadar, Po-Mundapadar, P.S-Sindhekela, 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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."