



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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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/ 239⁵

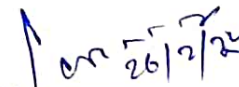
Dated, the 26/02/2024

Corum: Er. Kumuda Bandhu Sahu
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/153/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Hira Tandi, At-Nanajhar, Po-Manigaon, Via-Titilagarh, Dist-Bolangir	912132020302	9777500604	
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Titilagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh		
4	Date of Application	09.02.2024			
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) 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	09.02.2024			
9	Date of Order	26.02.2024			
10	Order in favour of	Complainant	Respondent	√	Others
11	Details of Compensation awarded, if any.	Nil			


MEMBER (Fin.)
26/02/24


PRESIDENT
26/2/24

Place of Hearing: Camp Court at Titilagarh

Appeared:

For the Complainant - Sri Hira Tandi
For the Respondent - Sri Sushanta Ku. Behera, S.D.O (Elect.), Titilagarh

Complaint Case No. BGR/153/2024

Sri Hira Tandi,
At-Nanajhar,
Po-Manigaon,
Via-Titilagarh,
Dist-Bolangir
Con. No. 912132020302

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER
(Dt.26.02.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 1 KW. He has disputed the inflated bill raised in Nov-2023 with 11845 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: 09.02.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-II section of Titilagarh Sub-division. The consumer represented that he was served with inflated bill in Nov-2023 with 11845 units. For such, the arrear has accumulated to ₹. 76,051.50p upto Jan.-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 abstract. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Feb.-2018. The billing dispute raised by the complainant for the inflated billing done in the month of Nov-2023 with 11845 units is genuine. This has happened due to suppressed meter reading done by concerned meter reader to prevent actual billing in the previous months. After receipt of complaint, he has revised the bill for the period from Feb-2018 to Nov-2023 and withdrawn ₹. 18,582.01p and credited in the bill of Jan-2024.

Considering the above, the OP requested before the Forum to pass order as deemed fit.


MEMBER (Fin.)


PRESIDENT



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 01st Feb. 2018 and the arrear outstanding upto Jan-2024 is ₹. 76,051.50p. 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 month, the consumer was billed less units than his actual consumption. This has been identified in the month of Nov-2023 billing and the unbilled units has been billed in the said month. Due to such bill, the arrear amount has accumulated.
2. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹. 76,051.50p upto Jan.-2024.
3. During the course of hearing, the OP intimated that they have revised the disputed bill in Jan-2024 and withdrawn ₹. 18,582.01p in the bill of Jan-2024. The revision period involves from Feb-2018 to Nov-2023.

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 revised the bill in Jan-2024 and withdrawn ₹. 18,582.01p from the bill. As the grievances of the consumer was properly addressed by OP and the dispute has resolved, the present case is dropped.

Case is disposed off accordingly.



26/02/24
P.K.SAHOO
MEMBER (Fin.)

26/02/24
K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Hira Tandi, At-Nanajhar, Po-Manigaon, 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."