

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/ 338

Dated, the 11/03/2024

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/204/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Sushanta Kumar Purohit, For Sri Radheshyam Mallik, At-Jharkumunda, Po-B.M.Pur, Dist-Sonepur	915203010136	7008957392	
3	Respondent/s	Name S.D.O (Elect.), TPWODL, B.M.Pur	Division Sonepur Electrical Division, TPWODL, Sonepur		
4	Date of Application	04.03.2024			
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	04.03.2024			
9	Date of Order	11.03.2024			
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 Champapur

Appeared:

For the Complainant -Sri Sushanta Kumar Purohit
For the Respondent -Sri Soumya Ranjan Das, S.D.O (Elect.), B.M.Pur

Complaint Case No. BGR/204/2024

Sri Sushanta Kumar Purohit,
For Sri Radheshyam Mallik,
At-Jharkumunda,
Po-B.M.Pur,
Dist-Sonepur
Con. No. 915203010136

- **COMPLAINANT**

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division,
TPWODL, B.M.Pur

- **OPPOSITE PARTY**

ORDER
(Dt.11.03.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 2 KW. He has disputed the wrong & inflated bill raised in Aug-Sep/2013 with 20005 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: 04.03.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Subalaya section of B M Pur Sub-division. The consumer represented that he was served with wrong & inflated bill in Aug-Sep/2013 with 20005 units. For that, the arrear was accumulated to ₹. 1,20,577.20p upto Jan.-2024. The complainant raised dispute against the said bill 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 pertaining to the period from Sep-2001 to Jan-2024. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Jan-2000. The billing dispute raised by the complainant for the wrong billing in Aug-Sep/2013 of 20005 units is genuine. This has happened due to wrong meter reading punched by the meter reader during that period. As the above-stated period bill has not 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 2 KW. . The consumer has availed power supply since 12th Jan. 2000 and the arrear outstanding upto Jan.-2024 is ₹. 1,20,577.20p. As complained by the complainant and submission of OP, it is observed by the Forum that,


1. The consumer was billed on 20005 units during Aug-Sep/2013 considering IMR: 2071 (Apr-May/2013) & FMR : 22076 (Aug-Sep/2013). Subsequently, the meter was declared as defective and the monthly bill was generated on "PROVISIONAL" and "AVERAGE" basis. The OP has rectified the meter reading with "O" code reading correction in Jan.-2017 with CMR : 5782 as the same meter was running. This is a case of wrong punching of meter reading by the concerned meter reader during the month of Aug-Sep/2013 which was rectified after three years. In result, the arrear has accumulated to the tune ₹. 1,20,577.20p upto Jan.-2024. of The OP has rectified the meter reading but till date the disputed billing period has not been revised.
2. The OP has submitted that as the disputed billing period has not yet revised, it needs bill revision as per consumption of meter.
3. On scrutiny of the documents, it is observed by the Forum that the bills raised during wrong meter reading needs bill revision under CI-155 & 157 of OERC Dist. (Conditions of Supply) Code 2019 to redress the consumer grievances. However, during the course of hearing, the OP has agreed with the billing complaints and initiate bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has recalculated with the consumption and an amount of ₹. 1,09,416.66p 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.

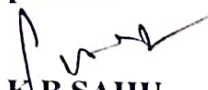
1. The OP has re-calculated the bill and the petitioner has convinced with the proposed withdrawal amount of ₹. 1,09,416.66p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.
2. DPS is to be levied as per OERC Regulation.
3. All sundries and adjustments are to be considered during the above revision period.

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 Sushanta Kumar Purohit, C/o- Sri Radheshyam Mallik, At-Jharkumunda, Po-B.M.Pur, Dist-Sonepur.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, B.M.Pur.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
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."