

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/

350⁵¹

Dated, the

16/03/2024

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/208/2024 | | |
| 2 | Complainant/s | Name & Address Sri Sushil Kumar Behera, For Sri Krushna Ch. Behera, At-Apatnuagarh, Po-Kumerkeli, Via-B.M.Pur, Dist-Sonepur | Consumer No 915201131694 | Contact No. 9178015960 |
| 3 | Respondent/s | Name S.D.O (Elect.), TPWODL, B.M.Pur | Division Sonepur Electrical Division, TPWODL, Sonepur | |
| 4 | Date of Application | 12.03.2024 | | |
| 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 | 12.03.2024 | | |
| 9 | Date of Order | 16.03.2024 | | |
| 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 Bhajabalpur

Appeared:

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

Complaint Case No. BGR/208/2024

Sri Sushil Kumar Behera,
For Sri Krushna Ch. Behera,
At-Apatnuagarh,
Po-Kumerkeli,
Via-B.M.Pur,
Dist-Sonepur
Con. No. 915201131694

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY

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ORDER
(Dt.16.03.2024)

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-2020 with 2793 units and May-2023 with 9867 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: 12.03.2024

SUBMISSION OF COMPLAINANT DURING HEARING

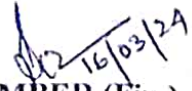
The complainant is a consumer under B M Pur Section of B M Pur Sub-division. The consumer represented that he was served with inflated bill in Nov-2020 with 2793 units and May-2023 with 9867 units. For that, the arrear has accumulated to ₹. 55,276.53p upto Dec.-2023. The complainant raised dispute against 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 Apr.-2019. The billing dispute raised by the complainant for the inflated billing done in the month of Nov-2020 & May-2023 with 2793 units and 9867 units respectively is genuine. This has happened due to suppressed meter reading done by the 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.)
Page 2 of 3


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 28th Apr. 2019 and the arrear outstanding upto Dec-2023 is ₹. 55,276.53p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer has availed power supply on 28th Apr. 2019 but the first bill has been generated on Nov-2020 with 2793 units which consists consumption of Apr-2019 to Nov-2020 i.e. 20 months. It is the duty & responsibility of the licensee to provide monthly / bi-monthly bill (as applicable) to the consumer but in the above case the consumer has got the first bill after 20 months of availing power supply which violates OERC Regulation. The OP is directed to follow the guidelines of OERC strictly.
2. Due to suppressed meter reading by the concerned meter reader in the preceding months, the consumer was billed less units than his actual consumption. This has identified in the month of May-2023 billing and the unbilled units have been billed in the said month. Due to such bill, the arrear amount has accumulated.
3. Power supply to the consumer has been disconnected on Jan-2024 due to non-payment of monthly bill and till date disconnection status is still existing as per FG billing status.
4. During the course of hearing, the OP has agreed with the billing complaints and initiated the bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has been recasted with the consumption and an amount of ₹. 9,162.60p 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 recasted the bill and the petitioner has been convinced with the proposed withdrawal amount of ₹. 9,162.60p. Hence, the Forum directed the OP to carry-out the revision proposal which must be reflected in the next bill.
2. Power supply to the consumer is to be re-connected after payment of RC fees and revised arrear amount.
3. The Forum advised the OP to allow suitable installment on the revised bill to the complainant if the complainant desires and the complainant must adhere the same.

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 Sushil Kumar Behera, At-Apatnuagarh, Po-Kumarkeli, Via-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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."