

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/ 377^B

Dated, the 27/03/2024

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

1	Case No.	Complaint Case No. BGR/223/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Prasanna Kumar Swain, For Sri Manu Naik, At-Fasad, Po-Sakma, Via-Loisingha, Dist-Bolangir	911212280056	9938347736	
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir		
4	Date of Application	13.02.2024			
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) 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	13.02.2024			
9	Date of Order	27.03.2024			
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 Fasad

Appeared:

For the Complainant -Sri Prasanna Kumar Swain
For the Respondent -Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir

Complaint Case No. BGR/223/2024

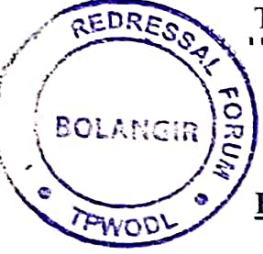
Sri Prasanna Kumar Swain,
For Sri Manu Naik,
At-Fasad, Po-Sakma,
Via-Loisingha, Dist-Bolangir
Con. No. 911212280056

- **COMPLAINANT**

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division, No. II,
TPWODL, Bolangir

- **OPPOSITE PARTY**



ORDER
(Dt.27.03.2024)

HISTORY OF THE CASE

The Complainant is a LT-GPS consumer availing a CD of 1.5 KW. He has disputed about the average bills raised from Apr-May/2007 to Apr-May/2008 and inflated bill of 825 units in May-2011. 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: 13.03.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Chatamakhna section of Sub-division-II, Balangir. The consumer represented that he was served with average bills from Apr-May/2007 to Apr-May/2008 and inflated billing of 825 units for the month of May-2011. For that erroneous bills, the arrear has accumulated to ₹. 5,711.70p upto Feb.-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 without relevant documents. On defence, he intimated that the consumer is a LT-Dom consumer availing power supply since Dec-2002. The billing dispute raised by the complainant for the average billing from Apr-May/2007 to Apr-May/2008 is genuine. This average billing done for that period was due to wrong meter status provided by the consumer which was rectified in Jun-Jul/2008 with CMR : 4156. The meter status was changed from "Defective to Running" but bills have not been revised. Similarly, inflated billing done in the month of May-2011 with 825 units is due to suppressed meter reading done by concerned meter to prevent actual billing in the previous months. As the above-stated period bill has not been revised, it needs bill revision.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

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-GPS consumer with a CD of 1.5 KW. The consumer has availed power supply since 17th Dec. 2002 and the arrear outstanding upto Feb.-2024 is ₹. 5,711.70p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Due to wrong average billing from Apr-May/2007 to Apr-May/2008, the consumer was billed on AVERAGE basis in spite of a running meter was there. The meter no. 1762105 has been installed in the consumer premises at the time of availing power supply but due to wrong meter status provided by the concerned meter reader, average billing was done which needs to be rectified. Also, in May-2011, suppressed units of 825 units has been billed in a single month which needs to be rectified with actual meter reading as the same meter is present. The CMR captured in May-2011 is 6349.
2. The OP has submitted that as the disputed billing period has not yet revised, it needs bill revision as per consumption of the meter.
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 been recasted with the consumption and a net amount of ₹. 5,569.09p 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.

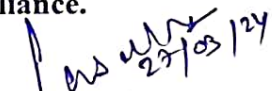
The OP has recalculated the bill and the petitioner was convinced with the proposed withdrawal amount of ₹. 5,569.09p. Hence, the Forum directed the OP to carry-out the revision proposal which must be reflected in the next bill.

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 Prasanna Kumar Swain, C/o-Kirana Store, At-Fasad, Po-Sakma, Via-Loisingha, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, TPWODL, Bolangir.
3. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
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."