



## 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/ 380<sup>65</sup>

Dated, the 27/03/2024

**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/226/2024   |   |              |             |
| 2  | Complainant/s                                | Name & Address  |   | Consumer No  | Contact No. |
|    |  | Smt. Basanti Barad,<br>For Sri Neheru Barad,<br>At-Fasad, Po-Sakma,<br>Via-Loisingha, Dist-Bolangir |   | 911212280214 | 9337181517  |
| 3  | Respondent/s                                 | Name<br>S.D.O (Elect.), No. II, TPWODL, Bolangir  | Division<br>Bolangir Electrical Division,<br>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 Chhatamakhna

**Appeared:**

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

**Complaint Case No. BGR/226/2024**

Smt. Basanti Barad,  
For Sri Neheru Barad,  
At-Fasad, Po-Sakma,  
Via-Loisingha, Dist-Bolangir  
Con. No. 911212280214

- **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-Dom. consumer availing a CD of 0.11 KW. He has disputed the inflated bill raised from Nov-2021 to Feb-2022. 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, Bolangir. The consumer represented that he was served with inflated bill from Nov-2021 to Feb-2022. For that, the arrear was accumulated to ₹. 8,913.31p upto Feb.-2024. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

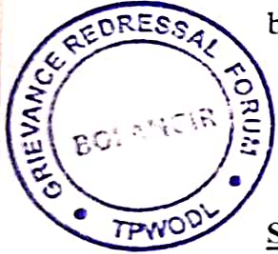
**SUBMISSION OF OPPOSITE PARTY DURING HEARING**

The OP appeared before the Forum without relevant documents. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Oct-2017. The billing dispute raised by the complainant for the inflated billing from the month of Nov-2021 to Feb-2022 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.

  
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-Dom. consumer with a CD of 0.11 KW. The consumer has availed power supply since 09<sup>th</sup> Oct. 2017 and the arrear outstanding upto Feb-2024 is ₹. 8,913.31p. 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 less units than his actual consumption. This has been detected during the month from Nov-2021 to Feb-2022 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 ₹. 8,913.31p upto Feb.-2024.
3. 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 a net amount of ₹. 2,500.16p 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.

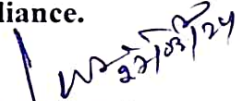
The OP has recasted the bill and the petitioner has convinced with the proposed withdrawal amount of ₹. 2,500.16p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.

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. Smt. Basanti Barad, C/o-Sri Neheru Barad, 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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums.”**