

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/ 381⁵

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/227/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Sachin Rout, For Sri Bhagirathi Rout,, At/Po-Sakma, Via-Loisingha, Dist-Bolangir		911212031788	8144933496
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	<input checked="" type="checkbox"/>	
		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	13.02.2024			
9	Date of Order	27.03.2024			
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/>	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 -Sri Sachin Rout
For the Respondent -Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir

Complaint Case No. BGR/227/2024

Sri Sachin Rout,
For Sri Bhagirathi Rout,
At/Po-Sakma,
Via-Loisingha,
Dist-Bolangir
Con. No. 911212031788

- **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 in Sep-2022 of 2659 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 : 13.03.2024

SUBMISSION OF COMPLAINANT DURING HEARING

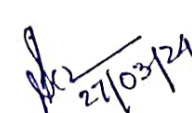
The complainant is a consumer under Chatamakhna section of Sub-division-II, Balangir. The consumer represented that he was served with inflated bill of 2659 units in Sep-2022. For that, the arrear was accumulated to ₹. 12,928.73p upto Feb.-2024. The complainant raised dispute against the said period 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 Jan.-2018. The billing dispute raised by the complainant for the inflated billing from the month of Sep-2022 of 2659 units is genuine. This has happened due to suppressed meter reading done by concerned meter reader to prevent actual billing. 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.)


PRESIDENT



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 18th Jan. 2018 and the arrear outstanding upto Feb-2024 is ₹. 12,928.73p. 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 Sep-2022 billing and the unbilled units has been billed in the said month. Due to such bill, the arrear amount has accumulated. After detection of such inflated bill, the OP has made the bill revision in Aug-2023 and withdrawn ₹. 19,520.22 in Aug-2023 billing.
2. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹. 12,928.73p upto Feb.-2024.

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 already revised the disputed bill and withdrawn ₹. 19,520.22p in the bill of Aug-2023. Hence, the complaint of the petitioner is dropped and the complainant is directed to pay the arrear outstanding.

Case is disposed off accordingly.



K.S. PADJEE
K.S. PADJEE
CO-OPTED MEMBER

P.K. SAHOO
21/03/24
P.K. SAHOO
MEMBER (Fin.)

K.B. SAHU
21/03/24
K.B. SAHU
PRESIDENT

Copy to: -

1. Sri Sachin Rout, At/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."