



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/ 385

Dated, the 27/03/2024

Corum: Er. Kumuda Bandhu Sahu
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/232/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Mahesh Meher, For Sri Krupasindhu Meher, At-Jharni, Po-Mahulbahali, Via-Tureikela, Dist-Bolangir		912212012191	8984466394
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji		Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	15.03.2024			
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)			
		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	15.03.2024			
9	Date of Order	27.03.2024			
10	Order in favour of	Complainant	Respondent	√	Others
11	Details of Compensation awarded, if any.	Nil			

[Signature]
MEMBER (Fin.)

[Signature]
PRESIDENT

Place of Hearing: Camp Court at Tureikela

Appeared:

For the Complainant -Sri Mahesh Meher
For the Respondent -Sri Jagannath Pati, S.D.O (Elect.), Kantabanji

Complaint Case No. BGR/232/2024

Sri Mahesh Meher,
For Sri Krupasindhu Meher,
At-Jharni,
Po-Mahulbahali,
Via-Tureikela,
Dist-Bolangir
Con. No. 912212012191

- **COMPLAINANT**

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division,
TPWODL, Kantabanji

- **OPPOSITE PARTY**

ORDER
(Dt.27.03.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 0.4 KW. He has disputed about the inflated bill raised in Jul.-2023 with 2450 units and 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 : 15.03.2024

SUBMISSION OF COMPLAINANT DURING HEARING

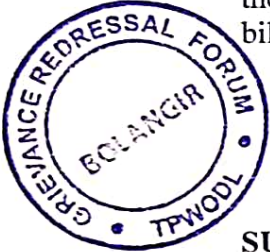
The complainant is a consumer under Tureikela section of Kantabanji Sub-division. The consumer represented that he was served with inflated bill in Jul-2023 with 2450 units. For that, the arrear has accumulated to ₹. 10,542.76p upto Feb.-2024. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with billing abstract pertaining to the period from Oct-2019 to Feb-2024. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Aug-2019. The billing dispute raised by the complainant for the inflated billing done in the month of Jul-2023 with 2450 units is genuine. This has happened due to suppressed meter reading done by concerned meter reader to prevent actual billing in the previous months. After detection, the said inflated bill has been revised in Jan.-2024 and withdrawn ₹. 6,206.03p from the arrear outstanding.


MEMBER (Fin.)


PRESIDENT



Considering the above, the OP requested before the Forum to reject the petition of the complainant and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 0.4 KW. The consumer has availed power supply since 20th Aug. 2019 and the arrear outstanding upto Feb-2024 is ₹. 10,542.76p. As complained by the complainant and submission of OP, it is observed by the Forum that,

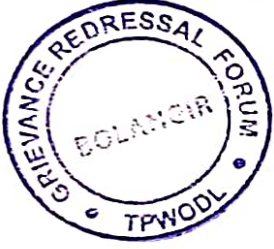
1. Due to suppressed meter reading by the concerned meter reader in the preceding months, the consumer was billed less units than his actual consumption. This has been identified in the month of Jul-2023 billing and the unbilled units has been billed in the said month. Due to such bill, the arrear amount has accumulated.

As submitted by the OP, the disputed bill for Jul-2023 has been revised and a net amount of ₹. 6,206.03p has withdrawn and reflected in the bill of Jan.-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 has already done the bill revision and withdrawn a net amount of ₹. 6,206.03 in Jan-2024 billing As the complaint of the petitioner has properly addressed, the case is dropped herewith.

Case is disposed off accordingly.



(27/03/24)
P.K.SAHOO
MEMBER (Fin.)

(27/03/24)
K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Mahesh Meher, At-Jharni, Po-Mahulbahali, Via-Tureikela, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Kantabanji.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
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."