



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/ 396

Dated, the 28/03/2024

Corum: Er. Kumuda Bandhu Sahu
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/234/2024		
2	Complainant/s	Name & Address Smt. Premalata Patra, For Sri Sishira Patra, At/Po-Tureikela, Via-Kantabanji, Dist-Bolangir	Consumer No 912212140503	Contact No. 9178633166
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) 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	15.03.2024		
9	Date of Order	28.03.2024		
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>
11	Details of Compensation awarded, if any.	Nil		

28/03/24
MEMBER (Fin.)

28/03/24
PRESIDENT

Place of Hearing: Camp Court at Tureikela



Appeared:

For the Complainant -Smt. Premalata Patra
For the Respondent -Sri Jagannath Pati, S.D.O (Elect.), Kantabanji

Complaint Case No. BGR/234/2024

Smt. Premalata Patra,
For Sri Sishira Patra,
At/Po-Tureikela,
Via-Kantabanji,
Dist-Bolangir
Con. No. 912212140503

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COMPLAINANT

-Versus-

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

-

OPPOSITE PARTY

ORDER
(Dt.28.03.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 0.5 KW. He has disputed the inflated bill raised for the month of Jan-2023 of 1690 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 Tureikela section of Kantabanji Sub-division. The consumer represented that he was served with inflated bill in Jan.-2023 with 1690 units. For that, the arrear has accumulated to ₹. 94,933.80p 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 and submitted billing ledger pertaining to the period of Apr-2014 to Feb-2024. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Mar-2013. The billing dispute raised by the complainant for the inflated billing in the month of Jan-2023 of 1690 units is genuine. This has happened due to replacement of meter in the said month. 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.


MEMBER (Fin.)


PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 0.5 KW. The consumer has availed power supply since 16th Mar. 2013 and the arrear outstanding upto Feb-2024 is ₹. 94,933.80p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. There is an inflated bill in the month of Jan-2023 of 1690 units for which the consumer has raised dispute whereas the OP submitted that due to meter replacement in Jan-2023, there is an error in the said bill which requires bill revision.
2. It is observed that the old meter was replaced with a new one dated 26th Jan. 2023, meter no. TW02063159.
3. The consumer was booked for theft of electricity for two times i.e. on 12th Mar. 2022 with VCR no. 744812032201 & 11th Jan. 2023 with VCR no. 744811012302 which is pending for payment.
4. As there is a billed unit of 17358 units in the month of Dec-2023 and the said reading has also been confirmed by Enforcement team in their inspection report dated 11th Jan. 2023, it appears to be correct and the consumer has to pay the same.
5. Also, as the consumer was detected with theft of electricity on 11th Jan. 2023 by meter by-passing, revision prior to that is not justified.

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 energy bills raised to the consumer for the month of Jan-2023 is to be revised as per succeeding six months average consumption of new meter by considering IMR: 0 (26.01.2023) & FMR: 1810 (Jul-2023) under Cl-155 & 157 of OERC Dist. Code 2019.
2. DPS is to be levied as per OERC Regulation.
3. All sundries and adjustments are to be considered during the above revision period.

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.


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Smt. Premalata Patra, C/o-Sri Sishira Patra, At/Po-Tureikela, Via-Kantabanji, 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."