

GRIEVANCE REDRESSAL FORUM, BOLANGIR

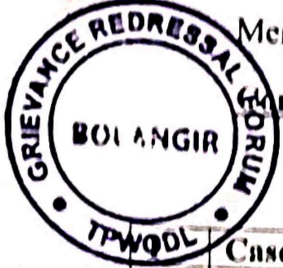
(Infront of Children's Park),

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/ 191⁽¹⁵⁾

Dated, the 15/02/2024

Er. Kumuda Bandhu Sahu
Sri Prasanta Kumar Sahoo
Sri Krupasindhu Padhee

- President
- Member (Finance)
- Co-Opted Member

Case No.	Complaint Case No. BGR/40/2024																																	
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8	Date(s) of Hearing: 25.01.2024																																	
9	Date of Order: 15.02.2024																																	
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																																	

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: GRF, Bolangir

Appeared:

For the Complainant - ABSENT
For the Respondent - Sri Bijaya Kumar Rout, OAG-II (Auth. Representative)

Complaint Case No. BGR/40/2024

Sri Ramotar Bhargav,
At-Road No. 05,
Po-Kantabanji,
Dist-Bolangir
Con. No. 912211060282

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY



**ORDER
(Dt.15.02.2024)**

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 1 KW. He has disputed the average bills raised from April-2014 to June-2023 due to defective meter. 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 : 04.12.2023

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Kantabanji Section of Kantabanji Sub-division. The consumer represented that he was served with Prov/Avg bills from Apr-14 to June-23 due to defective meter which was replaced with a new one having SI No-TW02062249 on Dt.20.04.23 and brought to billing fold in July-23. The complainant raised dispute against the Avg 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. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Feb-2012. He was served with Prov/Avg bills from Apr-14 to June-23 due to defective meter which was replaced with a new one having SI No-TW02062249 on Dt.20.04.23 and brought to billing fold in July-23 with CMR '2630'. Actual bill was served in July 23 for 3693 units being becklog reading stored in meter and need recasting.OP has already recasted the bills from Apr-23 to Dec-23 and withdrawn Rs.1700.78 in Jan-2024.

Considering the above, the OP requested before the Forum to 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 1 KW. The consumer has availed power supply since 25th Feb-12. As complained by the complainant and submission of OP, it is observed by the Forum that,

Consumption pattern subsequent to meter replacement is more than Prov/Avg billing done from Apr-14 onwards and hence revision will not be beneficial to consumer.

As regard to billing of accumulated meter reading in the month of July-23, OP has agreed with the billing complaints and initiated the bill revision process on the spot observing departmental guidelines. OP recasted the bills from Apr-23 to Dec-23 and withdrew Rs.1700.78 in 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 recasted the bill and the petitioner was convinced with the proposed withdrawal amount of ₹. 1700.78p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the bill of Jan-24 (served in Feb-2024).

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 Ramotar Bhargav, At-Road No. 05, Po-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."