



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/ 243⁵⁹

Dated, the 27/02/2024

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/78/2024		
2	Complainant/s	Name & Address Sri Raju Sahu, For Sri Somanath Sahu, At/Po-Mayabaraha, Via-Chudapali, Dist-Bolangir	Consumer No 911211110558	Contact No. 8260117275
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	20.01.2024		
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	20.01.2024		
9	Date of Order	27.02.2024		
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 Barapudugia

Appeared:

For the Complainant -Sri Raju Sahu
For the Respondent -Sri Srikanta Satpathy, AFM (Authorised Representative)

Complaint Case No. BGR/78/2024

Sri Raju Sahu,
For Sri Somanath Sahu,
At/Po-Mayabaraha,
Via-Chudapali,
Dist-Bolangir
Con. No. 911211110558

- COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division, No. II,
TPWODL, Bolangir

- OPPOSITE PARTY

ORDER
(Dt.27.02.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 1 KW. He has disputed the erroneous and average bill raised from Aug-2021 to till date though the meter is running. 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: 20.01.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Chudapali section of Sub-division-II, Balangir. The consumer represented that he was served with erroneous and average bill from Aug-2021 to till date. For that, the arrear has been accumulated to ₹. 5,856.79p till Jan.-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

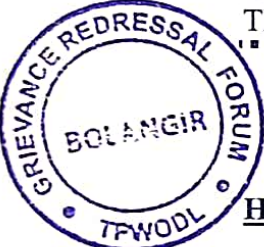
The OP appeared before the Forum with billing abstract. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Jul-2018. The billing dispute raised by the complainant for the erroneous & average billing from Aug-2021 to till date is genuine. The OP requested to allow some time for field verification.

Accordingly, based on the request of OP seven days time has allowed to make physical inspection of the premises and report to be submitted before the Forum.

CO-OPTED MEMBER

MEMBER (Fin.)
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PRESIDENT



On 17th Feb. 2024, OP has submitted the PVR dated 09.02.2024 and intimated that the energy meter with sl. No. LW449303 is running and CMR on 09.02.24 is 2 (two). But due to negative reading, billing status is showing as average.

Considering the above, the OP requested before the Forum to pass order as deemed fit.

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 08th Jul. 2018 and the arrear outstanding upto Jan.-2024 is ₹. 5,856.79p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As per billing abstract, the consumer is billed erroneously with AVERAGE status due to negative reading since Aug-2021 with CMR: 22 whereas the report of OP stated that the meter is running and CMR on 09.02.2024 is 2 (two). Hence, it is cleared that due to wrong punching of meter reading by the concerned meter reader during Aug-2021, average billing status has continued.
2. During the pendency of the case, the consumer vide his letter dated nil received by the Forum on 22nd Feb. 2024 that he wants to withdraw the complaint and wants the connection to be disconnected.



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. As the consumer wants to withdraw the complaint, the Forum considered this and allowed the same. Accordingly, the case is dropped.
2. The OP is directed to take necessary action for disconnection of power supply as represented by the consumer observing OERC Regulation.

Case is disposed off accordingly.


K.S.PADHEE

CO-OPTED MEMBER


P.K.SAHOO

MEMBER (Fin.)


K.B.SAHU

PRESIDENT

Copy to: -

1. Sri Raju Sahu, At/Po-Mayabaraha, Via-Chudapali, 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."