

## 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/ 202<sup>69</sup>

Dated, the 22/02/2024

**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/94/2024		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Smt. Jambobati Padhan, At/Po-Sauntpur, Dist-Bolangir	911225130663	8456800570
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	30.01.2024		
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	30.01.2024		
9	Date of Order	22.02.2024		
10	Order in favour of	Complainant	✓ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

**Place of Hearing:** Camp Court at Sauntpur

**Appeared:**

**For the Complainant** -Smt. Jambobati Padhan  
**For the Respondent** -Smt. Sita Rani Seth, Jr. Accountant (Representative)

**Complaint Case No. BGR/94/2024**

Smt. Jambobati Padhan,  
At/Po-Sauntpur,  
Dist-Bolangir  
Con. No. 911225130663

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

**ORDER**  
**(Dt.22.02.2024)**

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 0.5 KW. She has disputed that an amount of ₹. 5576/- & 5586/- has debited twice for reading upgradation which should not be. She 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: 30.01.2024**


**SUBMISSION OF COMPLAINANT DURING HEARING**

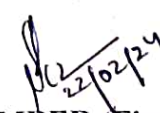
The complainant is a consumer under REC Section of Balangir-II Sub-division. The consumer represented that he was debited twice towards meter reading upgradation for which the arrear has accumulated to ₹. 12,520.58p upto Dec-2023. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

**SUBMISSION OF OPPOSITE PARTY DURING HEARING**

The OP appeared before the Forum with relevant document. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Aug-2018. The billing dispute raised by the complainant for the additional bill raised towards meter reading upgradation for debit of ₹. 5576/- in Mar-2023 & 5586/- in Sep-2023. As both the debits has been made in stead of one, the debit amount of 5576/- should be withdrawn. As the above-stated period bill has not 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 0.5 KW. . The consumer has availed power supply since 14<sup>th</sup> Aug. 2018 and the arrear outstanding upto Dec.-2023 is ₹. 12,520.58p. As complained by the complainant and submission of OP, it is observed by the Forum that,


1. For meter reading updation, a debit amount of ₹. 5576.06p has been added in the bill for the period 31<sup>st</sup> Aug. 2021 to 07<sup>th</sup> Mar. 2023. Also, another a debit amount of ₹. 5586.42p has been added in the bill for the period 31<sup>st</sup> Aug. 2021 to 08<sup>th</sup> Sep. 2023.  
As represented by OP, the above-stated amount debited twice for a single period which should not be. So, the amount of ₹. 5586.42p has been added in the bill for the period 31<sup>st</sup> Aug. 2021 to 08<sup>th</sup> Sep. 2023 should stand and debit amount of ₹. 5576.06p is to be withdrawn.
2. The OP has submitted that as the disputed billing period has not yet revised, it needs bill revision.

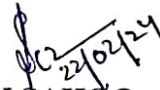
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.


1. The debit amount of ₹. 5,576.06p added on 29<sup>th</sup> Mar. 2023 for the period 31.08.2021 to 07.03.2023 is to be withdrawn.
2. DPS is to be levied as per OERC Regulation.

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. Smt. Jambobati Padhan, At/Po-Sauntpur, 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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**