

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)

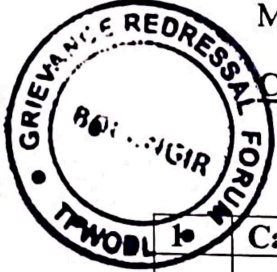
Memo No.GRF/BGR/Order/ 195(5)

Dated, the 15/02/2024

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/95/2024		
2	Complainant/s	Name & Address Sri Premananda Putel, For Smt. Sapura Putel, At-Umuria, Po-Pipirda, Dist-Bolangir	Consumer No 911225140087	Contact No. 8658395837
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) <u>155, 157</u>		
		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	15.02.2024		
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 -Sri Premananda Putel
For the Respondent -Smt. Sita Rani Seth, Jr. Accountant (Representative)

Complaint Case No. BGR/95/2024

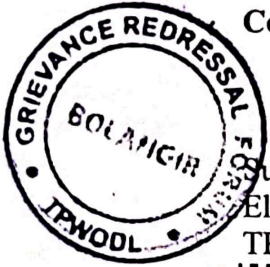
Sri Premananda Putel,
For Smt. Sapura Putel,
At-Umuria,
Po-Pipirda,
Dist-Bolangir
Con. No. 911225140087

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**



ORDER
(Dt.15.02.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 1.5 KW. He has disputed the wrong & inflated billing done in Aug-2020 due to wrong punching of meter reading. 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: 30.01.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under REC section of Sub-division-II, Balangir. The consumer represented that he was served with wrong & inflated bill in Aug.-2020 with 2862 units. For that, the arrear has accumulated to ₹. 18,742.70p 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-Dom consumer availing power supply since Feb.-2008. The billing dispute raised by the complainant for the wrong billing done in Aug-2020 with 2862 units is genuine. The meter reader has wrongly punched the meter reading as CMR : 4189 in Aug-2020 and in the next month "O" code reading correction done with CMR: 1550 in Sep-2020, thereafter actual billing is going on. 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 1.5 KW. The consumer has availed power supply since 18th Feb. 2008 and the arrear outstanding upto Dec.-2023 is ₹. 18,742.70p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Due to wrong punching of meter reading in Aug.-2020, the consumer was billed on 2862 units with IMR : 1327 & CMR : 4189. In the subsequent month, "O" code reading correction was done with CMR : 1550.
2. Due to such wrong billing, the arrear has accumulated to ₹. 17,207.32p upto Aug-2020. From the billing statement, it is observed that the consumer is making regular payment except some few months.
3. The OP has submitted that as the disputed billing period has not yet revised, it needs bill revision as per consumption of the meter.
4. On scrutiny of the documents, it is observed by the Forum that the bills raised during meter defective period needs bill revision to redress the consumer grievances.

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 from Aug-2020 to Sep-2020 are to be revised as per average consumption of the meter by considering IMR: 1327 (Aug-2020) & FMR: 1550 (Sep-2020).
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.


K.S.PADHEE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Premananda Putel, At-Umuria, Po-Pipirda, 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."