



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/ 640^(B)

Dated, the 11/06/2024

Corum: Er. Kumuda Bandhu Sahu - President
Sri Prasanta Kumar Sahoo - Member (Finance)
Sri Krupasindhu Padhee - Co-Opted Member

1	Case No.	Complaint Case No. BGR/400/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Saroj Karmi, For Sri Padhan Karmi, At-Jhimanpali, Po-Karamtala, Via-Saintala, Dist-Bolangir	912421160698	7848049355	
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Saintala	Division Titilagarh Electrical Division, TPWODL, Titilagarh		
4	Date of Application	05.06.2024			
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	05.06.2024			
9	Date of Order	11.06.2024			
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 Karamtala

Appeared:

For the Complainant -Sri Saroj Karmi
For the Respondent -Sri Ansuman Sahoo, S.D.O (Elect.), Saintala

Complaint Case No. BGR/400/2024

Sri Saroj Karmi,
For Sri Padhan Karmi,
At-Jhimanpali,
Po-Karamtala,
Via-Saintala,
Dist-Bolangir
Con. No. 912421160698

- COMPLAINTANT

-Versus-

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

- OPPOSITE PARTY



ORDER
(Dt.11.06.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 2 KW. He has disputed the inflated bill raised in Dec.-2022 with additional bill of ₹. 22,054.03pa. 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 : 05.06.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-Saintala Section of Saintala Sub-division. The consumer represented that he was served with additional bill of ₹. 22,054.03p in Dec.-2022. For that, the arrear was accumulated to ₹. 21,869.54p upto May-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 relevant documents. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since May-2013. The billing dispute raised by the complainant for the additional bill raised in Dec-2022 is based on the suppressed reading recorded in Nov-2022. This has happened due to suppressed meter reading done by concerned meter to prevent actual billing in the previous months. As the additional bill has been raised based on the actual meter reading of the meter, there is no scope of bill revision.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Considering the above, the OP requested before the Forum to reject the petition of the complainant and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 2 KW. The consumer has availed power supply since 01st 2013 and the arrear outstanding upto May-2024 is ₹. 21,869.54p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer was billed with "AVERAGE" meter status from Sep-2021 to Dec-2022 with CMR : 669, where the said meter (LW101946) was running OK and FMR on Nov-2022 was 5768. Hence, the suppressed units have been billed for the period Aug-2021 to Nov-2022 and ₹. 22,054.03p debited in the bill of Dec-2022. This has happened due to suppressed meter reading by the concerned meter reader in the preceding months, the consumer was billed less units than his actual consumption.
2. During the course of hearing, the OP has agreed with the billing complaints and initiated the bill revision process on the spot observing departmental guidelines based on the meter (LW101946) installation date i.e. 04th Jan. 2019. Accordingly, the monthly bill was recasted with the consumption and a net amount of ₹. 6,161.74p (₹. 22,054.03p - ₹. 15,892.29) is to be withdrawn from the arrear outstanding.

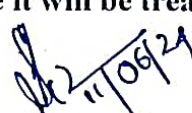
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

The OP has recasted the bill and the petitioner was convinced with the proposed withdrawal amount of ₹. 6,161.74p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.

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 Saroj Karmi, At-Jhimanpali, Po-Karamtala, Via-Saintala, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Saintala.
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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."