



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/ 6415

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/401/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Akash Ranjan Suna, For Sri Rashmi Ranjan Suna, At-Beniabandh, Po-Saintala, Dist-Bolangir		912421023087	8144581895
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 Akash Ranjan Suna
For the Respondent -Sri Ansuman Sahoo, S.D.O (Elect.), Saintala

Complaint Case No. BGR/401/2024

Sri Akash Ranjan Suna,
For Sri Rashmi Ranjan Suna,
At-Beniabandh,
Po-Saintala,
Dist-Bolangir
Con. No. 912421023087

- COMPLAINANT

-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 1 KW. He has disputed about the erroneous and inflated bill raised in Jul-2023 with 2900 units. 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 erroneous & inflated bill in Jul-2023 with 2900 units. Also, erroneous bills have been generated from the meter replacement date i.e. Jun-2018 to Jul-2023. For those erroneous bills, the arrear was accumulated to ₹. 39,820.36p 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 without relevant records. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Apr.-2015. The billing dispute raised by the complainant for the erroneous billing from Jun-2018 to Jul-2023 is true and submitted the following facts,

- Though as per billing database, the meter LW052751 been replaced in 07th Nov. 2022 but as per meter installation report, the said meter has been installed on 20th Jun. 2018. But, due to delay in updation of meter protocol data, the meter data has reflected in Nov-2022.
- Due to suppressed meter reading by the concerned meter reader in the preceding months, the consumer was billed less units than his actual consumption. This has been identified during

CO-OPTEE MEMBER

MEMBER (Fin.)

PRESIDENT



Jul.-2023 billing and the unbilled units of 2900 units has been billed in Jul.-2023. Due to such bill, the arrear amount has accumulated.

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 28th Apr. 2015 and the arrear outstanding upto May-2024 is ₹. 39,820.35p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Due to erroneous billing during Jul-2023, the consumer was billed with 2900 units. From the billing ledger and written version of the OP, it is observed that the said meter with sl. No. LW052751 has been installed on 20th Jun. 2018 and is continuing till date. The complainant also raised dispute about the meter installation date and requested for suitable bill revision.
2. The OP agreed with the complaint and initiated bill revision as per actual consumption of meter with meter installation date.
3. The complainant has not paid the monthly bill regularly for which the arrear was accumulated to ₹. 39,820.35p upto May-2024.
4. 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. Accordingly, the monthly bill has recasted with the consumption and a net amount of ₹. 30,412.96p is to be withdrawn from the arrear outstanding.

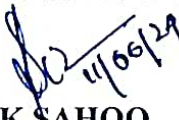
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

The OP has recasted the energy bill from the date of meter installation and the petitioner was convinced with the proposed withdrawal amount of ₹. 30,412.96p. Hence, the Forum directed the OP to carry-out the revision proposal which 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 Akash Ranjan Suna, At-Beniabandh, Po-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."