

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/

702⁽⁵⁾

Dated, the

15/07/2024

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/440/2024		
2	Complainant/s	Name & Address Sri Suresh Bag, For Sri Gouranga Bag, At/Po-Bangomunda, Dist-Bolangir	Consumer No 912212020604	Contact No. 9668112142
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	10.07.2024		
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	10.07.2024		
9	Date of Order	15.07.2024		
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 Bangomunda

Appeared:

For the Complainant -Sri Suresh Bag

For the Respondent -Sri Jagannath Pati, S.D.O (Elect.), Kantabanji

Complaint Case No. BGR/440/2024

Sri Suresh Bag

For Sri Gouranga Bag,

At/Po-Bangomunda,

Dist-Bolangir

Con. No. 912212020604

COMPLAINANT

-Versus-

Sub-Divisional Officer,

Electrical Sub-Division,

TPWODL, Kantabanji

OPPOSITE PARTY

ORDER

(Dt.15.07.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 1 KW. He has disputed the additional bill of ₹ 69,209.55p raised in Jul-2023. 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 : 10.07.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Bangomunda Section of Kantabanji Sub-division. The consumer represented that he was served with additional bill of ₹ 69,209.55p in Jul-2023 bill. For that, the arrear has accumulated to ₹. 66,945.68p upto Jun.-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 record. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Sep.-2012. The billing dispute raised by the complainant for the additional bill of ₹ 69,209.55p raised as per meter reading available with the meter. The said meter with sl. No. LW159619 has been installed on 17th Jan. 2019 and as per CMR of Aug-2023 i.e. 17267, additional bill has raised. This is a case of suppressed meter reading which has been detected during Aug-2023.

Considering the above, the OP requested before the Forum to 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 KW. The consumer has availed power supply since 27th Sep. 2012 and the arrear outstanding upto Jun.-2024 is ₹. 66,945.68p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The complainant has disputed about the additional bill of ₹ 69,209.55p raised in the bill of Jul-2023 served in Aug-2023. The OP submitted that the said bill is genuine and has raised as per available meter reading in that month.
The Forum observed that this is a case suppressed meter reading that 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 Jul.-2023 billing and the unbilled units has been billed in Jul.-2023. Due to such bill, the arrear amount has accumulated.
2. From the billing ledger, it is found that the said meter having sl. No. LW159619 has been installed on 17th Jan. 2019 and as per meter reading of Aug-2023, the CMR is 17267.
3. 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 been recasted with the consumption and a net amount of ₹. 60,345.08p 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.

1. The OP has recasted the bill and the petitioner was convinced with the proposed withdrawal amount of ₹. 60,345.08p. Hence, the Forum directed the OP to carry-out the revision proposal which must be reflected in the next bill.
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.

[Signature]
K.S.PADHIEE

CO-OPTED MEMBER

[Signature]
P.K.SAHOO

MEMBER (Fin.)

[Signature]
K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Suresh Bag, At/Po-Bangomunda, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Kantabanji.
3. DFM/ ΔFM/ 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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."