



## 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/ 657<sup>(5)</sup>

Dated, the 20/06/2024

**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/411/2024   |   |                           |
| 2  | Complainant/s                                | Name & Address<br>Sri Kanhu Charan Nayak,<br>At/Po-Mahada, Via-Binka,<br>Dist-Sonepur   | Consumer No<br>915304111714                                 | Contact No.<br>9777060774 |
| 3  | Respondent/s                                 | Name<br>S.D.O (Elect.), TPWODL, Binka   | Division<br>Sonepur Electrical Division,<br>TPWODL, Sonepur |                           |
| 4  | Date of Application                          | 19.06.2024  |   |                           |
| 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<br>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause<br>3. OERC Conduct of Business) Regulations,2004; Clause<br>4. Odisha Grid Code (OGC) Regulation,2006; Clause<br>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause<br>6. Others |   |                           |
| 8  | Date(s) of Hearing                           | 19.06.2024  |   |                           |
| 9  | Date of Order                                | 20.06.2024  |   |                           |
| 10 | Order in favour of                           | Complainant   | √   | Respondent                |
| 11 | Details of Compensation awarded, if any.     | Nil   |   | Others                    |

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Binka

**Appeared:**

**For the Complainant** -Sri Kanhu Charan Nayak  
**For the Respondent** -Sri Jagannath Pati, S.D.O (Elect.), Kantabanji

**Complaint Case No. BGR/411/2024**

Sri Kanhu Charan Nayak,  
At/Po-Mahada,  
Via-Binka,  
Dist-Sonepur  
Con. No. 915304111714

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**

**(Dt.20.06.2024)**

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 1 KW. He has disputed the inflated bill raised in Nov.-2021 with 1049 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 : 19.06.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under ESO-Mahadevpalli Section of Binka Sub-division. The consumer represented that he was served with an inflated bill in Nov.-2021 for 1049 units. For that, the arrear was accumulated to ₹. 9,075.78p 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 defense, he intimated that the consumer is a LT-Domestic consumer availing power supply since Dec.-2018. The billing dispute raised by the complainant for the inflated billing done in the month of Nov.-2021 for 1049 units is a genuine dispute. This has happened due to suppressed meter reading done by concerned meter to prevent actual billing in the previous months. As the above-stated period bill has not been 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.)  
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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 26<sup>th</sup> Dec. 2018 and the arrear outstanding upto May-2024 is ₹. 9,075.78p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. 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 Nov.-2021 billing and the unbilled units of 1049 units has been billed in Nov-2021. Due to such billing, the arrear amount has accumulated.
2. The said meter with sl. No. 705773 has been installed since the date of power supply i.e. 26<sup>th</sup> Dec. 2018 and continuing till date.
3. The complainant has not paid the monthly bill regularly for which the arrear has been accumulated to ₹. 9,075.78p upto May-2024.
4. During the course of hearing, the OP has agreed with the billing complaints and initiated bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has been recasted with the consumption and a net amount of ₹. 2,364.89p 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.

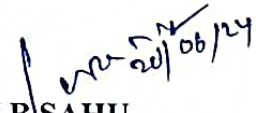
The OP has recasted the energy bill of Nov.-2021 and the petitioner was convinced with the proposed withdrawal amount of ₹. 2,364.89p. Hence, the Forum directed the OP to carry-out the revision proposal which must be reflected in the next bill.

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 Kanhu Charan Nayak, At/Po-Mahada, Via-Binka, Dist-Sonepur.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Binka.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
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."**