



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/ 669⁵

Dated, the 24/06/2024

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/417/2024			
2	Complainant/s	Name & Address Sri Radheshyam Hota, For Sri Jagannath Hota, At-Ghusuramunda, Po-Jogisarda, Dist-Bolangir		Consumer No 911311060250	Contact No. 9861308027
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Loisingha		Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	21.06.2024			
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	21.06.2024			
9	Date of Order	24.06.2024			
10	Order in favour of	Complainant	<input checked="" type="checkbox"/>	Respondent	Others
11	Details of Compensation awarded, if any.	Nil			

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Salebhata

Appeared:

For the Complainant -Sri Radheshyam Hota
For the Respondent -Sri Abanikanta Maharana, S.D.O (Elect.), Loisingha

Complaint Case No. BGR/417/2024

Sri Radheshyam Hota,
For Sri Jagannath Hota,
At-Ghusuramunda,
Po-Jogisarda, Dist-Bolangir
Con. No. 911311060250

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY



ORDER
(Dt.24.06.2024)

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 Jul.-2022 with 8559 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 : 21.06.2024

SUBMISSION OF COMPLAINANT DURING HEARING

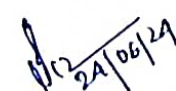
The complainant is a consumer under ESO-Salebhata Section of Loisingha Sub-division. The consumer represented that he was served with inflated bill in Jul.-2022 with 8559 units. For that, the arrear was accumulated to ₹. 61,836.30p upto May-2024. The complainant raised dispute against the said period 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 Mar.-2004. The billing dispute raised by the complainant for the inflated billing done in the month of Jul.-2022 with 8559 units is a genuine dispute. This has happened due to wrong meter no. with sl. No. 360179 punched in Apr-2011 which was rectified in Mar-2022 with meter no. 362605. For that, the entire reading has been billed in Jul-2022 which needs bill revision. 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 25th Mar. 2004 and the arrear outstanding upto May-2024 is ₹. 61,836.30p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer was billed with meter no i.e. 360179 till Feb-2022. During Mar-2023, the OP detected that there is error in punching of meter no. since the date of meter installation i.e. Apr-2011 (actual meter no. is 362605) and rectified in Mar-2022. Thereafter, provisional bill has been generated till Jun-2022. In Jul-2022, the billing has been generated with 8559 units considering IMR : 0 & FMR : 8559 which should be IMR : 0 (Apr-2011) & FMR : 8559 (Jul-2022). The OP admitted the billing error and agreed to revise the bill.
2. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹. 61,836.30p upto May-2024.
3. 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 ₹. 47,111.10p is to be withdrawn from the arrear outstanding.



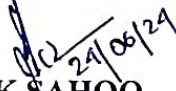
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

The OP has recasted the energy bill of Jul-2022 and the petitioner was convinced with the proposed withdrawal amount of ₹. 47,111.10p. 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 Radheshyam Hota, At-Ghusuramunda, Po-Jogisarda, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Loisingha.
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."