



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/

721⁵

Dated, the

24/07/2024

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/455/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Chaitanya Sahu, At/Po-Khaliapali, Dist-Sonepur		915102160156	8917526217
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Sonepur	Division Sonepur Electrical Division, TPWODL, Sonepur		
4	Date of Application	12.07.2024			
5	In the matter of-	1. Agreement/Termination	2. Billing Disputes	<input checked="" type="checkbox"/>	
		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	12.07.2024			
9	Date of Order	24.07.2024			
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>	
11	Details of Compensation awarded, if any.	Nil			

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Khari

Appeared:

For the Complainant -Sri Chaitanya Sahu
For the Respondent -Sri Bibekananda Dikshit, S.D.O (Elect.), Sonapur

Complaint Case No. BGR/455/2024

Sri Chaitanya Sahu,
At/Po-Khaliapali,
Dist-Sonepur
Con. No. 915102160156

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

ORDER
(Dt.24.07.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 0.14 KW. He has disputed the additional bill of 1270 units raised in Feb.-2015. 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 : 12.07.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Sonapur Section of Sonapur Sub-division. The consumer represented that he was served with erroneous bill of 1270 units in Feb.-2015 bill. For that, the arrear has accumulated to ₹ 17,190.32p 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 record. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Apr.-2012. The billing dispute raised by the complainant for the erroneous bill of 1270 units in Feb.-2015 is a genuine dispute 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.)

PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 0.14 KW. The consumer has availed power supply since 29th Apr. 2012 and the arrear outstanding upto May-2024 is ₹. 17,190.32p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The complainant has disputed about the inflated & erroneous bill of 1270 units raised in the bill of Feb.-2015 served in Mar.-2015. The OP submitted that the said dispute is a genuine dispute due to suppressed meter reading.

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 Feb.-2015 billing and the unbilled units has been billed in the same month. Due to such bill, the arrear amount has accumulated.

2. From the billing ledger, it is found that the said meter having sl. No. WESCO9079545 was installed since the date of power supply and as per meter reading of Feb.-2015, the CMR is 2050.
3. The complainant has not paid the monthly bill regularly for which the arrear has been accumulated to ₹. 17,190.32p upto May-2024.
4. The OP has submitted that as the disputed billing period has not yet revised, it needs bill revision as per consumption of new meter.
5. 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 ₹. 2,478.57p 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 ₹. 2,478.57p. 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 Chaitanya Sahu, At/Po-Khaliapali, Dist-Sonepur.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Sonepur.
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."