



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/ 729^{CS}

Dated, the 30/07/2024

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/459/2024		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Giridhari Swain, At-Santelenpali, Po-Chudapali, Dist-Bolangir	911211100775	7751022763
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	19.07.2024		
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	19.07.2024		
9	Date of Order	30.07.2024		
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 Chudapalil

Appeared:

For the Complainant

-Sri Giridhari Swain

For the Respondent

-Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir

Complaint Case No. BGR/459/2024

Sri Giridhari Swain,
At-Santelenpali,
Po-Chudapali,
Dist-Bolangir
Con. No. 911211100775

- **COMPLAINANT**

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division, No. II,
TPWODL, Bolangir

- **OPPOSITE PARTY**



ORDER
(Dt.30.07.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 2 KW. He has disputed about the erroneous bills raised from Feb.-2024 to Jun.-2024 due to erratic meter reading by the meter reader. 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 : 19.07.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Chudapali section of Bolangir-II Sub-division. The consumer represented that he has been served with erroneous bills from Feb-2014 to Jun-2014 due to wrong punching of meter reading by the concerned meter reader. For that, the arrear outstanding has been accumulated to ₹ 9,837.00p 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 documents. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Jan.-2024. The billing dispute raised by the complainant for the erroneous billing from Feb.-2024 to Jun.-2024 is due to wrong punching of concerned meter reader which needs bill revision as per actual meter reading. 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 2 KW. The consumer has availed power supply since 21st Jan. 2024 and the arrear outstanding upto Jun.-2024 is ₹ 9,837.00p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Due to wrong capture of meter reading by the concerned meter reader in the preceding months, the consumer has been served with inflated bills from Feb-2024 to Jun-2024 with meter no. TWST1702165 resulting accumulation of arrear outstanding.
2. The OP has submitted before the Forum that the CMR on 19th Jul. 2024 is 191.8
3. The OP submitted that after receipt of complaint, the said disputed bill has been revised in obedience to OERC Regulation and withdrawn ₹. 9,549.18 on 19th Jul. 2024 which will be reflected in the next month bill.



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 already revised the disputed bill and withdrawn ₹ 9,549.18p on 19th Jul. 2024. The Forum directed the OP to reflect such revision in the next monthly 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 Giridhari Swain, At-Santelenpali, Po-Chudapali, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, TPWODL, Bolangir.
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."