

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/ 748

Dated, the 30/07/2024

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/468/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Anil Kumar Ratha, At-Champeswar Nagar, Po-Champapur, Via-B.M.Pur, Dist-Sonepur		915203010851	8658302042
3	Respondent/s	Name S.D.O (Elect.), TPWODL, B.M.Pur		Division Sonepur Electrical Division, TPWODL, Sonepur	
4	Date of Application	25.07.2024			
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) <u>155, 157</u>			
		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	25.07.2024			
9	Date of Order	30.07.2024			
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 Subalaya

Appeared:

For the Complainant -Sri Anil Kumar Ratha
For the Respondent -Sri Soumya Ranjan Das, S.D.O (Elect.), B.M.Pur

Complaint Case No. BGR/468/2024

Sri Anil Kumar Ratha,
At-Champeswar Nagar,
Po-Champapur,
Via-B.M.Pur,
Dist-Sonepur
Con. No. 915203010851

- COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division,
TPWODL, B.M.Pur

- 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 provisional & average bills raised from Feb-Mar/2019 to Jul-2023 though the meter was working. Also, inflated bill was raised in Jun-Jul/2017 with 1189 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: 25.07.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-Subalaya Section of B M Pur Sub-division. The complainant represented that he was served with inflated bill in Jun-Jul/2017 with 1189 units. Also, provisional & average bills were raised from Feb-Mar/2019 to Jul-2023 as the meter was in running status during that time. For that wrong billing, the arrear has accumulated to ₹. 42,353.61p upto Jul.-2023. The complainant raised dispute against the said period and requested before the Forum for suitable revision of bill.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum without relevant documents. On defence, he intimated that the consumer is a LT-Dom consumer availing power supply since Sep.-2014. The billing dispute raised by the complainant for the inflated billing done in the month of Jun-Jul/2017 with 1189 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. Also, the billing dispute raised by the complainant for the average billing from Feb-Mar/2019 to Jul-2023 is a genuine dispute as

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PRESIDENT



the meter reading is available in the meter. The OP submitted a PVR dated 25th Jul. 2024 and mentioned that the CMR on Jul-2023 is 8128. As the consumer wants for close the said connection, the consumer may be allowed for termination of power supply. 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.

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 30th Sep. 2014 and the arrear outstanding upto Jul.-2023 is ₹ 42,353.61p, thereafter the bills was stopped. 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 Jun-Jul/2017 billing and the unbilled units has been billed in the same month. Due to such bill, the arrear amount has accumulated.

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 ₹ 8,136.18p is to be withdrawn from the arrear outstanding.

2. Due to meter defective status, the consumer was served with average bills from Feb-Mar/2019 to Jul-2023 with meter no. WCV38658 resulting accumulation of arrear outstanding. As per PVR submitted by OP & analysing the billing data, it is observed that this is a case of wrong meter status punched by concerned meter reader during that period. As per PVR dated 25th Jul. 2024, the CMR on Jul.-2023 is 8128.

On scrutiny of documents, it is observed by the Forum that the bills raised during wrong metering status needs bill revision under CI-155 & 157 of OERC Dist. (Conditions of Supply) Code 2019 to redress the consumer grievances. However, 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 recalculated with the consumption and an amount of ₹ 36,567.52p is to be withdrawn from the arrear outstanding.

3. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹ 42,353.61p upto Jul.-2023. Also, the consumer represented that he wants permanent disconnection of power supply and termination of existing agreement.

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 agreed with the billing dispute and revised the bill on spot and the petitioner was convinced with the proposed total withdrawal amount of ₹ 44,703.70p (₹ 8,136.18p + ₹ 36,567.52p). Hence, the Forum directed the OP to carry-out the revision proposal.
2. MMFC is to be charged upto Sep-2023 as power supply has been disconnected w.e.f. Aug.-2023.

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3. The existing power supply agreement must be terminated as per Cl-1 of power supply agreement.
4. DPS is to be levied as per OERC Regulation.
5. 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.PADHEE
CO-OPTED MEMBER

[Signature] 12/30/07/24
P.K.SAHOO
MEMBER (Fin.)

[Signature] 30/07/24
K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Anil Kumar Ratha, At-Champeswar Nagar, Po-Champapur, Via-B.M.Pur, Dist-Sonepur.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, B.M.Pur.
3. DFM/ AFM/ JFM, Sonapur Electrical Division, TPWODL, Sonapur.
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."