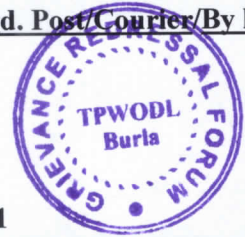


**Grievance Redressal Forum
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Bargarh, Pin- 768017

Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

Bench: A.K.Satapathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)



Ref: GRF/Burla/Div/BNED/ (Final Order/)

1872 (4)

Date:

31/07/24

Present:

Sri A.K. Satapathy, President
Sri B.Mahapatra (Co-opted Member)
Sri A.P.Sahu Member(Finance)

| | | | | | |
|----|--|--|--|--|---|
| 1 | Case No. | BRL/445/2024 | | | |
| 2 | Complainant/s | Name & Address | Consumer No | Contact No. | |
| | | Gokul Yadav C/O- Pitambara Das Jhandapada , Gumadera Dist-Jharsuguda-768218 | 4172-2404-1328 | 8598924676 | |
| 3 | Respondent/s | S.D.O (E),Belpahar | Division B.N.E.D, TPWODL, Brajrajnagar | | |
| 4 | Date of Application | 21.06.2024 | | | |
| 5 | In the matter of- | 1. Agreement/Termination | X | 2. Billing Disputes | √ |
| | | 3. Classification/Reclassification of Consumers | X | 4. Contract Demand / Connected Load | X |
| | | 5. Disconnection / Reconnection of Supply | X | 6. Installation of Equipment & apparatus of Consumer | X |
| | | 7. Interruptions | X | 8. Metering | X |
| | | 9. New Connection | X | 10. Quality of Supply & GSOP | X |
| | | 11. Security Deposit / Interest | X | 12. Shifting of Service Connection & equipments | X |
| | | 13. Transfer of Consumer Ownership | X | 14. Voltage Fluctuations | X |
| | | 15. Others (Specify) -X | | | |
| 6 | Section(s) of Electricity Act, 2003 involved | | | | |
| 7 | OERC Regulation(s) with Clauses | 1. OERC Distribution (Conditions of Supply) Code,2019 √ | | | |
| | | 2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004 | | | |
| | | 3. OERC Conduct of Business) Regulations,2004 | | | |
| | | 4. Odisha Grid Code (OGC) Regulation,2006 | | | |
| | | 5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004 | | | |
| | | 6. Others | | | |
| 8 | Date(s) of Hearing | 21.06.2024 | | | |
| 9 | Date of Order | 31/07/24 | | | |
| 10 | Order in favour of | Complainant | Respondent | Others | |
| 11 | Details of Compensation awarded, if any. | NIL | | | |

Place of Camp: SDO Office, Belpahar, TPWODL

Appeared

For the Complainant- Gokul Yadav
Represented by Pitambara Das



For the Respondent - SDO(Electrical),Belpahar, TPWODL.

GRF Case No- BRL/445/2024

Gokul Yadav
C/o- Pitambara Das
Jhandapada , Gumadera
Dist-Jharsuguda
Con No-4172-2404-1328

VRS

SDO(Electrical), Belpahar, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Pitambar Das on behalf of Gokul Yadav has appeared on Dt. 21.06.2024 at the camp held at SDO Office, Belpahar and submitted a written complaint wherein he has stated about billing dispute & requested to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted PVR carried on 26.06.2024 & written statement in this case.

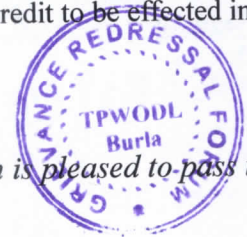
OBSERVATION

The case is pursued with all documents available in records submitted by the complainant and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-DOM consumer having CD 0.5KW with date of initial power supply 11.05.2018 through meter SL No WLT109603 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. The complainant has submitted a written complain that the house was purchased from Gokul Yadav since 3 years back & the electric connection is continuing in the name of Gokul Yadav. During course of hearing on behalf of opposite party the Accountant of the Sub Division Sri Sahu & Manger (F&C) Sri Das have appeared before the Forum & explained that the bill revision has already been done by them but the complainant is not satisfied on the bill revision & insist for more benefit through more withdrawal from billing. This Forum has gone through the billing data base & found that the meter SL No 109603 is continuing since data of power supply to till date. Actual bill has already been served to the compliant up to billing month May 2022 where found the KWh reading was 4204. However, it is also seen that the KWh reading was 2784 in July 2023 & further the KWh reading was 4205 in Feb 2024 to be treated as wrong but the reading of 2812 in March 2024 was correct & billing is going on accordingly as seen from FG meter reading. The complainant has been served actual bill up to KWh reading of 2489 in April 2022 (12.05.2022) so the IMR in May 2022 should be 2484. The uploaded meter photo & reading has been seen by this Forum and found KWh reading of 2783 on 27.02.2024. The opposite party has already been revised the bill for the period from May 2022 to July 2023 (12.05.2022 to 27.02.2024) as well as for the period from Feb 2024 to Feb 2024 (26.02.2024 to 21.03.2024) & withdrawn an amount of Rs.11274.72 & Rs.8697.94. From the billing pattern it is clear that the billing has not been made in accordance to meter reading on monthly/bi-monthly basis although Regulation is speaking for the same. Hence, in such situation further bill revision is required to settle the billing dispute. The W/S of opposite party has been seen where it is requested to this Forum to revise the bill for the period from May 2022 to March 2024 taking IMR 2489 & FMR 2812 on the mentioned meter but O-Code has already been given & in Feb 2024 the IMR has taken as 2783.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the period from May 2022 (13.05.2022) to 27.02.2024 by taking IMR as 2489 in May 2022 & FMR as 2783 on 27.02.2024 in reference to consumption recorded in meter SL No WLT109603 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law & balance debit or credit to be effected in the billing through proper sundry.

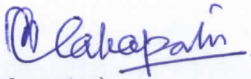
ORDER

After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.



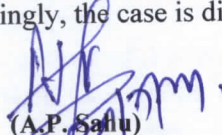
1. The Opposite Party is directed to revise the bill for the period from May 2022 (13.05.2022) to 27.02.2024 by taking IMR as 2489 in May 2022 & FMR as 2783 on 27.02.2024 in reference to consumption recorded in meter SL No WLT109603 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law & balance debit or credit to be effected in the billing through proper sundry.
2. The Opposite party is directed not to consider the bill revision for the period already revised earlier/for the period of penalty/in both cases if any as applicable as not submitted any information for the same.
3. The Opposite party is directed not to consider the bill revision for the period already where the complainant has availed the OTS scheme and rebate thereon if any as applicable as not submitted any information for the same.
4. The Opposite Party is directed to serve the revised energy charges bill with revised due date within 30 days from the receipt of this Order, duly considering the applicable tariff during the period, taking in to account the adjustments, if any, and adjustment for the payments made by the complainant and ensure payment thereof.
5. The Opposite Party is directed to collect the revised bill amount and on non-payment, served the Disconnection Notice to the Complainant as per Indian Electricity Act,2003 under Section 56(i) and disconnect the power supply accordingly.
6. The Complainant is directed to pay the revised billed amount so arrived, if any, within due date after receipt of the revised energy charges bill to avoid disconnection.
7. **Opposite party is directed to submit the compliance report to this Forum within one month from the date of issue of this order as the case may be.**

Accordingly, the case is disposed of.



B. Mahapatra
(Co-Opted Member)
Co-opted Member

Grievance Redressal Forum
TPWODL, Burla - 768017



(A.P. Sahu)
Member (Finance)
Member

Grievance Redressal Forum
TPWODL, Burla - 768017



A.K. Satapathy
(President)
President

Grievance Redressal Forum
TPWODL, Burla - 768017

- Copy to:-
1. Gokul Yadav, C/o- Pitambar Das, Jhandapada, Gumadera, Dist-Jharsuguda
 2. Sub-Divisional Officer (Elect.) Belpahar, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
 3. Executive Engineer (Elect.), BNED, TPWODL, Brajarajnagar
 4. The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.

“If the complainant is aggrieved either by this order or due to non-implementation of the order of the Grievance Redressal Forum in time, he/she is at liberty to make representation to the Ombudsman II, Qrs. No.3R-2(S), GRIDCO Colony, P.O:Bhoinagar, Bhubaneswar-751022 (Tel No. 0674-2543825 and Fax No. 0674-2546264) within 30 days from the date of this order of the Grievance Redressal Forums.”

This Order can be accessed on OERC website, www.orierc.org under the “head “Cases-> “GRF”.)