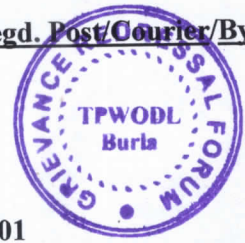


Grievance Redressal Forum
TPWODL, BURLA

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

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

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



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

1874 (4)

Date: 31/07/24

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

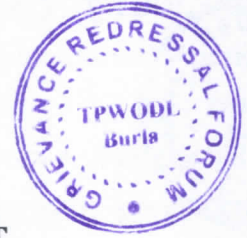
1	Case No.	BRL/447/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Laxmilal Jha C/o Late Chaturbujha Jha At/Po- Belpahar, Dist- Jharsuguda.		4172-1202-0800	
3	Respondent/s	SDO(Electrical), Belpahar, TPWODL,			Division B.N.E.D, TPWODL, Brajrajnagar
4	Date of Application	21.06.2024			
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, Brajrajnagar.

Appeared

For the Complainant- Late Chaturbujha Jha
Represented by Laxmilal Jha

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



GRF Case No- BRL/447/2024

(1) Laxmilal Jha
C/o-Late Chaturbujha Jha
At/Po- Belpahar,
Dist- Jharsuguda.
Consumer No.- 4172-1202-0800

COMPLAINANT

VRS

(1) SDO(Elect.), Belpahar, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Late Chaturbujha Jha bearing Consumer No **4172-1202-0800** represented by Laxmilal Jha under BNED, TPWODL, Brajrajnagar stated about billing dispute.

Hence, the Complainant prayed before the Forum to consider the case for revision/rectification.

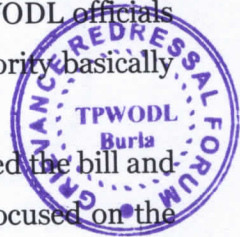
SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted ledger copy, w/s, PVR dtd. 27.06.2024 in this case.

OBSERVATION

The case is pursued with all documents available in records (FG data base and Samadhan App) and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-domestic consumer having CD 2.60kw with initial date of p/s 01.01.1990 as seen from the FG data base. Seen the PVR dtd. 27.06.2024 of opposite party and found kwh reading of 4947 recorded in meter sl. no.300075910. Gone through the w/s and found that there was a mistake committed by billing agency in uploading of photo billing in FG. The hearing was conducted on 21.06.2024 and found this problem by this Forum on that date and after knowing the fact by billing agency immediately delete the uploaded photo and also not shown on that date when we check it before the presence of the opposite party where Mgr(F&C) of BNED and Accountant of Belpahar Sub-division were present. The meter sl. no.300075910 but installed on 18.08.2023 with IMR as "o" and MF "1" with kwh reading of 4782 on 21.06.2024. In May'2024 the abnormal bill was served for kwh reading of 6193 with billing unit 2449 for which the complainant was raised objection. Here the billing agency uploaded the photograph of the other meter than available at the premises of the complainant with the wrong reading. Hence, billing has been raised for abnormal units with more amount of current bill. During the date of hearing immediately the opposite party has revised the bill as an urgent basis keeping the situation and expectation of the complainant where found the bill revision was for the period from 12.05.2024 to 21.06.2024 with withdrawal of an amount of Rs 8951.39/- from the billing. So, the grievance of the complainant has been taken care by opposite party which need not required any further revision only the opposite party to clarify and convinced the complainant as discussed during hearing for the satisfaction of both parties. However, it is the observation of this Forum that the billing agencies/meter readers are not doing their job properly and many of times uploaded the data haphazardly/uploaded the photograph deliberately to harass the good and valuable consumers may be turn to leading the corruption. The billing agency/meter readers should not authorise to change the data base as and when required as per their wish or otherwise

They have ample scope for corruption by harassing consumers. This can be avoided if TPWODL officials will be assigned/entrust the same where only after obtaining approval of competent authority basically SDO/Divisional (F&C)/EE/ any other responsible officers in the line.



Hence, the Forum is in the opinion that as the opposite party has already been revised the bill and given credit so nothing to be revised further in this case but the top management to be focused on the change of data in software of billing after obtaining approval of competent authority basically SDO/Divisional (F&C)/EE/ any other responsible officers in the line by restricting the billing agencies to do so at their mercy and to avoid further litigation and harassment of consumer. So, the instant case petition is hereby dismissed.

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. Satpathy)

President
President
Grievance Redressal Forum
TPWODL, Burla - 768017

- Copy to: -**
- (1) Laxmilal Jha, C/o Late Chaturbujha Jha, At/Po- Belpahar, Dist- Jharsuguda.
 - (2) Sub-Divisional Officer (Elect.), Belpahar, TPWODL, Brajrajnagar with the direction to serve one copy of the order to the Complainant/Consumer.
 - (3) Executive Engineer (Elect.), BNED, TPWODL, Brajrajnagar.
 - (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:Bhoingar, 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".