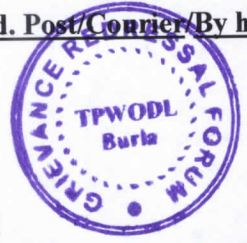


**Grievance Redressal Forum
TPWODL, BURLA**

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/SED/ (Final Order)/ 1871 (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/455/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Atif Alam C/o-M/s Star Bricks At/Po-Barmunda,Majhipali, Dist- Sambalpur		4110-0105-0811	9337301060/ 9338301060
3	Respondent/s	EE(Electrical), SED,TPWODL,Sambalpur		Division S.E.D, TPWODL, Sambalpur	
4	Date of Application	02.07.2024			
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	20.07.2024			
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: GRF Office, Burla, TPWODL, Sambalpur.



Appeared

For the Complainant- Atif Alam

C/o-M/s Star Bricks

For the Respondent - EE(Elect.), SED, TPWODL, Sambalpur.

GRF Case No- BRL/455/2024

(1) Atif Alam

C/o-M/s Star Bricks

At/Po-Barmunda, Majhipali,

Dist- Sambalpur

Consumer No.- 4110-0105-0811

VRS

(1) EE(Elect.), SED, TPWODL, Sambalpur

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Atif Alam, C/o-M/s Star Bricks bearing Consumer No 4110-0105-0811 under SED, TPWODL, Sambalpur stated about disputed bills due to faulty meter and the bill was not put up in proper time for which 02 months reading of 390 units was done. PL bills served for 03 months and the meter reading was also not done regularly and the bill was also given in proper time. He paid the testing fees but not yet done and prayed for not to disconnect the p/s. The complainant has submitted few electricity bills, D/c notice, money receipt no.657221281123BLDK0017 of Rs 2183/- on 28.11.2023, 657221311023COAP0002 of Rs 1526/- on 31.11.2023 towards EC charges another money receipt no.34720129082303030002 of Rs 1770/- on 29.08.2023 towards misc. payment.

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

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has not submitted any relevant documents except w/s on 25.07.2024 through e-mail 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-Industrial(s) consumer having CD 10kw with initial date of p/s 04.08.2011 through meter sl. no.WVT00975 and continuing with actual billing upto Jun'2024 where found the kwh reading was 39379 on 05.07.2024 as seen from the FG data base/ Samadhan App. The complainant has raised objection on billing dispute – as mentioned in the gist of the case and despite deposit of meter testing fees the same has not been conducted by opposite party. PL bills were served for the month of May'2023 & in Jun'2023 actual bill has provided with kwh reading of 35483 with billing unit 2226 with adjustment of PL bill of Rs 422.73/- and in Jul'2023 the billing units was 3090 with kwh reading of 38573. Due to such billing, the outstanding came to tune of 34,494.85/- where found the outstanding was (-)54.48 in May'2023. The complainant is a regular payee of electricity bills and the arrear is showing due to non-payment of bill with the doubt on efficiency of meter and reading as well as billing thereon for the period from May'2023 to Jul'2023. As observed, earlier the readings were not taken on monthly basis with recorded units in the meter and there was suppressed reading billed during the complained period and found billing is ok. If the method of spread over to be followed no benefit will be arrive due to single tariff applicable for the consumer. In other hand, it is the displeasure of the Forum that in spite of deposit of meter testing fees no action has been taken by the opposite party/MRT on the ground as mentioned in w/s – Not accessible condition being surrounded by bushes and small trees is not at all acceptable always as the opposite party has yet not communicated anything to the complainant to clearance of the same. It is a matter of question



low the readings were taken if bushes and small trees are in that surrounding. Always, the opposite party cannot be escape from the duties and responsibilities assigned to them giving any ground and overlooking to the consumer.

Hence, the Forum is in the opinion that the Opposite party will not revise the bill as there is no scope for revision because bills were generated and served basing on the meter reading. However, the opposite party is supposed to test the meter of the complainant at an early date and submit the report as well as convinced the consumer about the material facts and if found any deviation in the report, bill to be revised accordingly or otherwise not. The complainant is supposed to co-operate to the opposite party for testing of meter.

ORDER

Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:

- 1. The Opposite Party is directed not to revise the bill as there is no scope for revision because bills were generated and served basing on the meter reading but test the meter of the complainant at an early date and submit the report as well as convinced the consumer about the material facts and if found any deviation in the report, bill to be revised accordingly or otherwise not.*
- 2. The Complainant is directed to co-operate to the opposite party for testing of meter.*
- 3. 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. Satpathy)

President
President
Grievance Redressal Forum
TPWODL, Burla - 768017

- Copy to: -**
- (1) Atif Alam, C/o-M/s Star Bricks, At/Po-Barmunda, Majhipali, Dist- Sambalpur.**
 - (2) Sub-Divisional Officer (Elect.), Ainthapali, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer.**
 - (3) Executive Engineer (Elect.), SED, TPWODL, Sambalpur.**
 - (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".