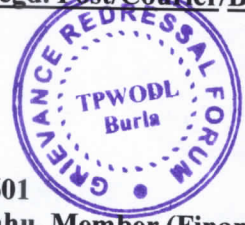


Grievance Redressal Forum
TPWODL, BURLA

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



Ref: GRF/Burla/Div/BNED/ (Final Order)/ 1869 (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/457/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sibu Charan Naskar At/Po-Lamtibahal,Brajrajnagar, Dist- Jharsuguda-768216.	4171-2708-0185	9090443027	
3	Respondent/s	SDO(Electrical), Brajrajnagar,TPWODL,	Division B.N.E.D, TPWODL, Brajrajnagar		
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	16.07.2024			
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: Division Office, Jharsuguda, TPWODL.



Appeared

For the Complainant- Sibub Charan Naskar

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

GRF Case No- BRL/457/2024

- (1) Sibub Charan Naskar
At/Po-Lamtibahal, Brajrajnagar,
Dist- Jharsuguda-768216
Consumer No.- 4171-2708-0185

COMPLAINANT

VRS

- (1) SDO(Elect.), Brajrajnagar, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Sibub Charan Naskar bearing Consumer No 4171-2708-0185 under BNED, TPWODL, Brajrajnagar stated about disputed bills- on faulty meter for the period from Jan'2023 to Aug'2023 and also not to levy meter rent for the new meter as has already been paid earlier as well as allow instalment facilities to clear the arrear dues.

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 in this case.

OBSERVATION

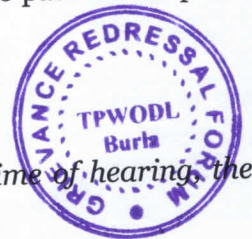
The case is pursued with all documents available in records (FG data base and Samadhan App) and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-domestic consumer having CD 3kw with initial date of p/s 01.01.1990 as seen from the FG data base/ Samadhan App. The complainant has raised objection on billing dispute as mentioned in the gist of the case. In the meantime, the meter sl. no "300075654" was installed on 05.09.2023 with IMR as "zero" and MF "1" with old kwh "8134" recorded in meter sl. no. "WCG05759". As seen from the FG billing, the old meter has been replaced with the above new meter due to meter reading very fast. The opposite party has already been revised the bills where found Rs 16373.03/- and Rs 575.97/- was adjusted towards EC & ED and credited in ledger. This Forum has verified the billing data in FG for the period from Sep'2023 to Aug'2024 of new meter consumption and for the periods 2018-2019 as well as 2019-2020 etc. and found that the consumption pattern was less than the consumption so recorded during Jan'2023 to Aug'2023 which seems to be higher. The complainant has lodged objection on the above periods consumption where it is found that the meter was defective and running fast and accordingly change the meter by opposite party. The opposite party has admitted that the meter was defective and running fast so the billing and reading so done from Jan'2023 to Aug'2023 to treated as incorrect although there were actual reading and required revision to settle the billing dispute. Further, the complainant has claimed that meter rent could not be charged as already paid earlier. As seen from the records the meter rent was levied upto Aug'2021 and also from Aug'2023 to till date. The old meter has been changed due to defective-fast moving coming under Reg.113(i) of OERC Distribution (Conditions of Supply) Code,2019 and in that case the cost of the meter shall be borne by license/supplier and in case of recovery of meter rent the balance amount to be recovered towards meter rent from the consumer so far. For this case, the opposite party should verify by the meter rent paid by the complainant and if balance pending may go for

cover or otherwise neither recover if not applicable nor levy the meter rent henceforth and if levied much meter rent than required to be refund to the consumer in its account.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill for the period from Jan'2023 to Aug'2023 basing on the consumption recorded in meter sl. no." 300075654" taking IMR as "162"kwH in Dec'2023 and FMR as "548"kwH in May'2024 with its daily/monthly actual average consumption thereof. In regards to levy of meter rent, Reg.113(i) of OERC Distribution (Conditions of Supply) Code,2019 may be followed by opposite party and only be recovered the unpaid meter rent if applicable or otherwise not to levy any meter rent for installation of new meter and refund the excess amount if recovered earlier to the consumer in its account through sundry in billing after due verification of records at your level as not submitted anything to this Forum and hence preferred to pass the Ex-parte order.

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 to revise the bill of the consumer for the period from Jan'2023 to Aug'2023 basing on the consumption recorded in meter sl. no." 300075654" taking IMR as "162"kwH in Dec'2023 and FMR as "548"kwH in May'2024 with its daily/monthly actual average consumption thereof. In regards to levy of meter rent, Reg.113(i) of OERC Distribution (Conditions of Supply) Code,2019 may be followed by opposite party and only be recovered the unpaid meter rent if applicable or otherwise not to levy any meter rent for installation of new meter and refund the excess amount if recovered earlier to the consumer in its account through sundry in billing after due verification of records at your level.
2. The Opposite party is directed not to consider the bill revision for the period already revised earlier and adjust the revision as per law/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. Satpathy)

President
President
Grievance Redressal Forum
TPWODL, Burla - 768017

- Copy to: -** (1) Sibhu Charan Naskar, At/Po-Lamtibahal, Brajrajnagar, Dist- Jharsuguda-768216
(2) Sub-Divisional Officer (Elect.), Brajrajnagar, TPWODL, 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:Bhojnagar, 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".