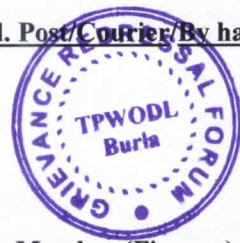


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 18654)

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/465/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Motilal Das At/Po-Kanaktora Dist-Jharsuguda-768226	4170-0111-1050	9178570030	
3	Respondent/s	E.E, BNED, Brajarajnagar & S.D.O (E), Belpahar		Division B.N.E.D, TPWODL, Brajarajnagar	
4	Date of Application	15.07.2024			
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	15.07.2024			
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: ESO Office Panchgaon



Appeared

For the Complainant- Motilal Das

For the Respondent - E.E, BNED, Brajarajnagar
&
SDO(Electrical), Belpahar, TPWODL.

GRF Case No- BRL/465/2024

Motilal Das
At/Po-Kanaktora
Dist-Jharsuguda
Con No-4170-0111-1050

VRS

E.E, BNED, Brajarajnagar
&
SDO(Electrical), Belpahar, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Motilal Das has appeared on Dt. 15.07.2024 at the camp held at ESO Office, Panchgaon and submitted a written complaint wherein he has stated about billing dispute- abnormal bill served on April 2024 for Rs.14029.00 for 2months & requested to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted PVR carried on 13.07.2024 but no other documents except PVR has been submitted for 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-GP consumer having CD 2KW with date of initial power supply 11.07.2014 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. Meanwhile, the Meter Sl No TPWDL1047185 was installed 09.09.2022 with IMR 0 & MF 1 with old KWh 13658 in meter Sl No 01083666. The above complainant has been served actual bill up to billing month Jan 2020 (31.01.2020) with KWh reading of 13332. Since March 2020 (01.03.2020) to 08.09.2022 (the day before installation of new meter), Pl bills were served to the complainant at different units monthly. The complainant during course of hearing has stated that "during the lock billing period as mentioned above, the institution was closed due to Covid 19 impact as Govt has issued guidelines not to open/operate institution to avoid spread of Covid. It is also seen that the KWh reading of 13658 was on 09.09.2022 on the date of meter change, the opposite party has also raised the bill for KWh reading of 13349 in billing month Feb 2020 (29.02.2020). However after examining, it is concluded that the complainant has not used the power supply during March 2020 to 08.09.2022 as because the meter has not advanced on the date of meter change & the same was accepted by the opposite party during hearing also. In such situation to rectify the billing bill revision is required.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from 01.03.2020 to 08.09.2022 by taking IMR as 13349 KWh & FMR as 13658 with reference to consumption recorded in meter SL No 01083666 & for the period from 09.09.2022 to 30.10.2022 by taking IMR as '0' KWh & FMR as 13 with reference to consumption recorded in meter SL No TPWDL1047185 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any.

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 periods from 01.03.2020 to 08.09.2022 by taking IMR as 13349 KWh & FMR as 13658 with reference to consumption recorded in meter SL No 01083666 & for the period from 09.09.2022 to 30.10.2022 by taking IMR as '0' KWh & FMR as 13 with reference to consumption recorded in meter SL No TPWDL1047185 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any.
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

1. Mohan Das, At Po-Kanaktora, 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".)