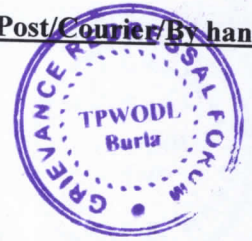


Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: 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/DED/ (Final Order)/ 1896 (4)

Date: 30/08/24

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

1	Case No.	BRL/474/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Puranjay Jena At/Po- Barkote, Dist- Deogarh-768110.	4141-1101-1228	7873131335	
3	Respondent/s	SDO(Electrical), Deogarh	Division D.E.D, TPWODL, Deogarh		
4	Date of Application	18.07.2024			
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	18.07.2024			
9	Date of Order	29/08/24			
10	Order in favour of	Complainant	Respondent	Others	√
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: Division Office, TPWODL, Deogarh.

Appeared

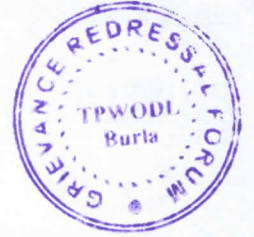
For the Complainant- Puranjay Jena

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

GRF Case No- BRL/474/2024

(1) Puranjay Jena
At/Po- Barkote,
Dist- Deogarh-768107.
Consumer No.- 4141-1101-1228

COMPLAINANT



VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Puranjay Jena bearing Consumer No **4141-1101-1228** under DED, TPWODL, Deogarh 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 for the period from Jan'2020 to Jun'2024, w/s dtd. 05.08.2024, PVR dtd. 31.07.2024, MMG report dtd. 09.11.2023 for meter testing, money receipt no.34770303102302030002 dtd.03.10.2023 of Rs 590/- towards Misc. payment (Meter testing fees) 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 1kw with initial date of p/s 19.12.2019 as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in the gist of the case. The complainant has deposited the meter testing fees for testing of meter bearing sl. no.4412338 as there was doubt on the accuracy of the meter and higher side billing. The MMG has already been taken steps to test the meter on 09.11.2023 and also submitted their report where it is seen that there was an error of (+)1.07% noticed in the meter which is coming under permissible limit. In the meantime, the opposite party has installed a new meter bearing sl. no."TWNX503222" on 02.11.2023 with IMR as "zero" and the bills were served on actual basis as per recorded reading time to time. This Forum has gone through the ledger and the billing units recorded from the date of p/s to Jul'2024 and found that the consumption pattern of old meter bearing sl no. "4412338" and new meter bearing sl. no."TWNX503222" are quite similar to each other. The billings so raised and served to the complainant in reference to consumption recorded in meter sl. no."4412338" are to be treated as correct as the functioning of the meter and its efficiency found ok and error within the limit. So, it is not preferable to allow any bill revision by this Forum and the complainant is supposed to pay the dues of TPWODL/opposite party.

Hence, 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) Puranjay Jena, At/Po- Barkote, Dist- Deogarh-768107.

(2) Sub-Divisional Officer (Elect.), Deogarh, TPWODL with the direction to serve one copy of the order to the Complainant/Consumer.

(3) Executive Engineer (Elect.), DED, TPWODL, Deogarh.

(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".