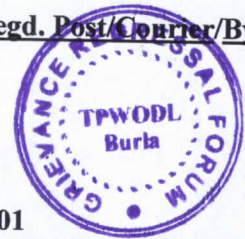


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 2078 G1

Date: 30/09/24

Present:

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

1	Case No.	BRL/694/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Nimai Chandra Jain Belpahar, Near Rani Shakti Mandir Dist-Jharsuguda		4172-1202-3374	9437934131
3	Respondent/s	S.D.O (E),Belpahar		Division B.N.E.D, TPWODL, Brajrajnagar	
4	Date of Application	20.09.2024			
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	20.09.2024			
9	Date of Order	30/09/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			


President
Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: Division Office, Brajarajnagar, TPWODL

Appeared

For the Complainant- Nimai Chandra Jain

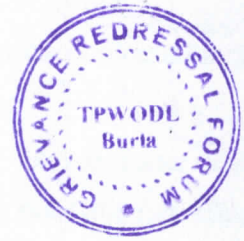
For the Respondent - SDO(Electrical),Belpahar, TPWODL.

GRF Case No- BRL/694/2024

Nimai Chandra Jain
Belpahar, Near Rani Shakti Mandir
Dist-Jharsuguda
Con No-4172-1202-3374

VRS

SDO(Electrical), Belpahar, TPWODL.



COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Nimai Chandra Jain has appeared in the hearing on Dt. 20.09.2024 at the camp held at Division Office, Brajarajnagar and submitted a written complaint wherein he has stated about billing dispute- after completion of six months meter stop & requested to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from April-2018 to Aug-2024, a PVR carried out on Dt. 24.09.2024 but no written statement has submitted in this case.

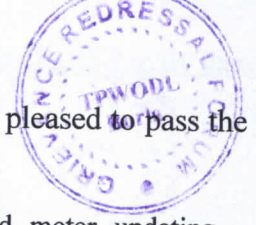
OBSERVATION

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-DOM consumer having CD of 2.5KW with date of initial power supply on Dt.24.06.2014 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. PL/Avg bills were served to the complainant for the period from Sept-2019 to Jan-2023 where found the meter SL No LW669917 was effected in billing in Sept 2021 & also seen that the KWh reading was 12845 in March 2023 & thereafter billing were going on basis of actual meter reading. This Forum has gone through the meter photo uploaded in FG & found the KWh reading was 12111 on 13.05.2023 and according set the O-Code & billings are continuing. The opposite party has revised the bill for delay meter updating for the period from Aug 2021 to Jan 2023 (06.09.2021 to 13.03.2023) & debited Rs.55613.39 but the opposite party could not^{be} submitted the meter installation protocol hence, the accuracy of bill revision not verified & supposed to^{be} verified & recalculated by opposite party taking the meter installation protocol into consideration & effect the Dr or Cr as per applicability and revise the bill as per the Actual Average consumption so derived in case of delay meter updating calculation & bill revision thereon.

Hence it is the opinion of the Forum that the opposite party will recalculate the bill revision done for delayed meter updating considering the meter installation protocol for confirmation of date of meter installation & effect the Debit or Credit after adjustment of revision done earlier- (First Instance) in reference to consumption recorded in meter SI No LW669917 as well as revise the bill for the period from Feb 2021 to Jan 2023 as per Actual Average consumption so derived in First Instance considering the adjustment of previous bill revisions if any as per law.

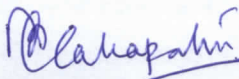
ORDER

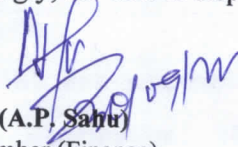
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

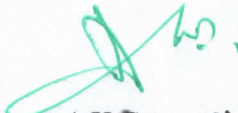


1. The Opposite Party is directed to recalculate the bill revision done for delayed meter updating considering the meter installation protocol for confirmation of date of meter installation & effect the Debit or Credit after adjustment of revision done earlier- (First Instance) in reference to consumption recorded in meter SI No LW669917 as well as revise the bill for the period from Feb 2021 to Jan 2023 as per Actual Average consumption so derived in First Instance considering the adjustment of previous bill revisions if any as per law.
2. The Opposite party is directed not to consider the bill revision for the period revised earlier and adjust the revision as per law/for the period of penalty/in both cases, if any, as applicable as it has 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 benefits of OTS scheme and rebate thereof, if any, as applicable as it has 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 into 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, serve 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 at, 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

- Copy to:
1. Nimal Chandra Jain, At/Po-Belpahar, Near Rani Shakti Mandir, 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".)