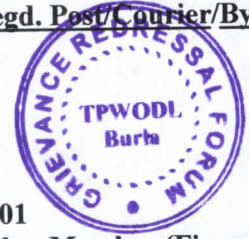


**Grievance Redressal Forum
TPWODL, BURLA**

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/BNED/ (Final Order)/ 2081 (4)

Date: 30/09/24

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

1	Case No.	BRL/696/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Purandar Meher Rajpur Brajarajnagar Dist-Jharsuguda	4170-0111-0293	9438382723	
3	Respondent/s	SDO(Electrical),Brajarajnagar, TPWODL		Division BNED, TPWODL, Sambalpur	
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, BNED, TPWODL

Appeared

For the Complainant- Purandar Meher

For the Respondent - SDO(Elect.), Brajarajnagar, TPWODL, Sambalpur.

GRF Case No- BRL/696/2024

Purandar Meher

Rajpur

Brajarajnagar,

Dist-Jharsuguda

Consumer No.- 4170-0111-0293

VRS

SDO(Elect.), Brajarajnagar, TPWODL, Sambalpur



COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Purandar Meher has appeared in the hearing on Dt. 20.09.2024 at Division Office, BNED and submitted a written complaint wherein he has stated about billing dispute- after installation of new meter bill was raised for Rs.14000.00 & thereafter in the next month for Rs.3000.00 (billing dispute in Dec-2022 & Jan 2023) & has request to revise/rectify the bill.

SUBMISSION OF OPPOSITE PARTY

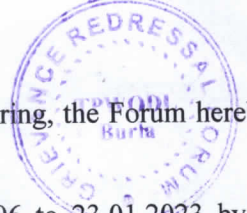
The Opposite Party has billing abstract from Jan 2006 to Aug 2024 but nor PVR or W/S has submitted in this case.

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-GP consumer having CD of 4.5KW with date of initial power supply on Dt.02.01.2006 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. It is seen that actual bill was raised up to billing month Dec 2023 & LD of Power supply since Jan 2024 to Aug 2024 keeping outstanding of Rs.21711.68 as per FG records. Meanwhile, the meter SI No 10021424 was installed on 23.01.2023 IMR '0' & MF 1 & old KWh 27374 recorded in meter SI No WSC21866 which was effected in billing since its data of power supply with IMR as '0'. On scrutiny it came to notice of the Forum that the billing units were 1091, 354,1814 & 470 in billing month Aug 2017, Sept 2017, Dec 2022 & Jan 2023 respectively which seems to be irregular/abnormal as table reading were punched for suppressed reading time to time. The claim of the complainant found correct in many extend. In this regards, the opposite party has been taken into confidence & asked about this matter by this Forum but neither they have submitted any replay satisfactorily nor produced the documents in its support rather accepted that the bills were not raised time to time in accordance to meter reading & suppressed readings were billed accordingly with the prayer to settle the billing dispute.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from 02.01.2006 to 23.01.2023 by considering the recorded reading in meter SI No WSC21866 taking IMR as '0' & FMR as 27374 by spread over the reading over the periods & for the period from 23.01.2023 to 06.02.2023 by considering the recorded reading in meter SI No 10021424 by taking IMR as '0' & FMR as 71.42 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revision, if any, as per law.

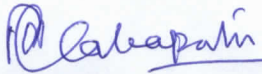
ORDER



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 for the periods from 02.01.2006 to 23.01.2023 by considering the recorded reading in meter SI No WSC21866 taking IMR as '0' & FMR as 27374 by spread over the reading over the periods & for the period from 23.01.2023 to 06.02.2023 by considering the recorded reading in meter SI No 10021424 by taking IMR as '0' & FMR as 71.42 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revision, 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


(A.P. Sahu)

Member (Finance)

Member


(A.K. Satpathy)

President

President

Copy to: -

Grievance Redressal Forum

1. Purandar Meher, Rajpur, Brajarajnagar, Dist- Jharsuguda

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

3. Executive Engineer (Elect.), BNED, TPWODL, Jharsuguda.

4. The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.

Grievance Redressal Forum

TPWODL, Burla - 768017

Grievance Redressal Forum

TPWODL, Burla - 768017

"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".