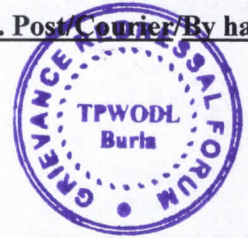


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 2068 (4)

Date: 30/09/24

Present:

**Sri B.Mahapatra (Co-opted Member)
Sri A.P.Sahu Member(Finance)**

1	Case No.	BRL/718/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Tapeswar Sa At-Kuman, Po-Attabira Dist-Jharsuguda-768226.		4172-2304-1154	7894573306
3	Respondent/s	S.D.O (E),Belpahar,TPWODL		Division B.N.E.D, TPWODL, Brajrajnagar	
4	Date of Application	26.09.2024			
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	26.09.2024			
9	Date of Order	30/09/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Panchagaon, TPWODL.

Appeared

For the Complainant- Tapeswar Sa

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



GRF Case No- BRL/718/2024

(1) Tapeswar Sa
At-Kuman,
Po-Attabira
Dist-Jharsuguda-768226.
Consumer No.- 4172-2304-1154

COMPLAINANT

VRS

(1) SDO(Elect.) Belpahar, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Tapeswar Sa bearing Consumer No **4172-2304-1154** under BNED, TPWODL, Brajrajnagar stated about billing dispute.

Hence, the Complainant prayed before the Forum to consider the case for revision/rectification.

SUBMISSION OF OPPOSITE PARTY

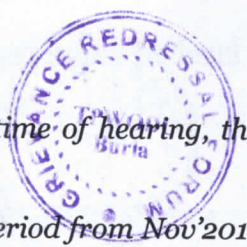
The Opposite Party has not submitted any relevant documents in this case.

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 2kw with initial date of p/s 20.04.2007 as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in gist of the case. As seen, the meter bearing sl. no TPWODL1132694 was installed on 28.11.2022 with IMR as "o" and MF "1" and the old kwh was "3216" with reference to consumption recorded in meter bearing sl. no."WLT212193" installed earlier. Actual bills were served upto billing month Aug'2015 with reference to consumption in meter sl. no. 8150743. The meter sl. no. 737618 seen in the billing since Mar'2007 upto Oct'2011. The meter sl. no. 8150743 might be installed during Nov-Dec'2011 but due to non-updating in billing data base the bills were not done in accordance to regulation. The meter sl. no.LW175166 was in billing since Sep-Oct'2019 with IMR as "1". In such circumstances the bill revision is required to settle the billing dispute.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill for the period from Nov'2011 to Aug'2015 considering the consumption recorded in meter sl. no. 8150743 taking IMR as "1" and the reading of "12866" kwh to be spread over in between the periods as well as for the period from May'2016 to Apr'2018 taking IMR as "1" kwh in Sep-Oct'2019 and FMR as "736" kwh Jan-Feb'2020 basing on the consumption recorded in meter sl. no.LW175166 with its daily/monthly actual average consumption thereof.

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 complainant for the period from Nov'2011 to Aug'2015 considering the consumption recorded in meter sl. no. 8150743 taking IMR as "1" and the reading of "12866" kwh to be spread over in between the periods as well as for the period from May'2016 to Apr'2018 taking IMR as "1" kwh in Sep-Oct'2019 and FMR as "736" kwh Jan-Feb'2020 basing on the consumption recorded in meter sl. no. LW175166 with its daily/monthly actual average consumption thereof.
 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

- Copy to:** - (1) Tapeswar Sa, At-Kuman, Po-Attabira, Dist-Jharsuguda-768226.
(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, 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.orienc.org under the "head "Cases->"GRF".