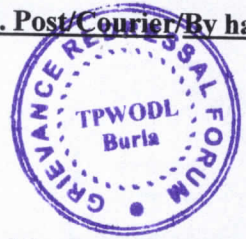


Grievance Redressal Forum
TPWODL, BURLA

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)/ 2072 (4)

Date: 30/09/24

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

1	Case No.	BRL/722/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Natabar Khamari At-Kandadihi, Po-Machida, Dist-Jharsuguda-768226.		4172-1309-4245	9668303911
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- Natabar Khamari

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



GRF Case No- BRL/722/2024

(1) Natabar Khamari

At-Kandadihi,

Po-Machida,

Dist-Jharsuguda-768226.

Consumer No.- 4172-1309-4245

COMPLAINANT

VRS

(1) SDO(Elect.) Belpahar, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Natabar Khamari bearing Consumer No **4172-1309-4245** under BNED, TPWODL, Brajrajnagar stated about billing dispute in month of June and doubt on the efficiency of the meter.

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 1kw with initial date of p/s 01.01.1990 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 sl. no TPWODL1044303 was installed on 15.08.2023 with IMR as "o" and MF "1" with old kwh '1111" in meter sl. no. WESCO219883. The actual bills were served for kwh reading of "1111" upto 06.06.2023. Further, the complainant has also doubt on the efficiency of the meter with the prayer to test the meter. In such situation, bill revision as well as meter testing are required to settle the billing dispute. During the course of hearing, the complainant has confessed that in no period the p/s was disconnected i.e the complainant is using the p/s continuously.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill for the period from 15.08.2023 to 25.08.2024 basing on the consumption recorded in meter sl. no. TPWODL1044303 taking IMR as "o" and FMR as "4165" kwh by spread over the readings in between the periods (1st instance) as well as for the period from 06.06.2023 to 15.08.2023 as per actual average consumption so derived in 1st instance and test the meter after accepting the meter testing fees with reference to regulation 107 or in case of non-deposit of meter testing fees may be debited to consumer no. accordingly.

ORDER

Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:

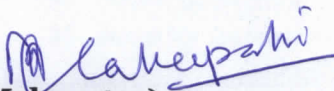
- 1. The Opposite Party is directed to revise the bill of the consumer for the period from 15.08.2023 to 25.08.2024 basing on the consumption recorded in meter sl. no. TPWODL1044303 taking IMR as "o" and FMR as "4165" kwh by spread over the readings in between the periods (1st instance) as well as for the period from 06.06.2023 to 15.08.2023 as per actual average*

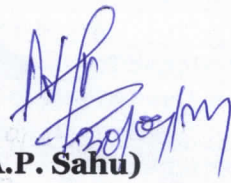


consumption so derived in 1st instance and test the meter after accepting the meter testing fees with reference to regulation 107 or in case of non-deposit of meter testing fees may be debited to consumer no. accordingly.

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) Natabar Khamari, At-Kandadihi, Po-Machida, 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: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".