

**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)



Ref: GRF/Burla/Div/BNED/ (Final Order)/ 2024

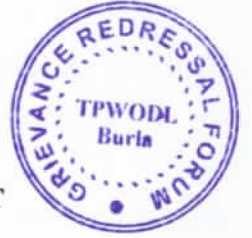
Date: 30.01.2025

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

1	Case No.	BRL/924/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Ramesh Chandra Mahapatra At-Birenbandh, Po-Sunari Dist-Jharsuguda-768234.		4172-1208-1404	8658900243
3	Respondent/s	SDO(Electrical), Belpahar, TPWODL			Division B.N.E.D, TPWODL, Brajrajnagar
4	Date of Application	23.12.2024			
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	23.12.2024			
9	Date of Order	30.01.2025			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

President

Grievance Redressal Forum
TPWODL, Burla - 768017



appeared

For the Complainant- Ramesh Chandra Mahapatra

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

GRF Case No- BRL/924/2024

- (1) Ramesh Chandra Mahapatra
At-Birenbandh,
Po-Sunari
Dist-Jharsuguda-768234
Consumer No.- 4172-1208-1404

COMPLAINANT

VRS

- (1) SDO(Elect.) Belpahar, TPWODL, Brajrajnagar

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Ramesh Chandra Mahapatra bearing Consumer No **4172-1208-1404** under BNED, TPWODL, Brajrajnagar has 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 photograph of the meter and PVR dtd. 02.01.2025 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-DOM consumer having CD 2kw with initial date of p/s 23.03.1999 as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in gist of the case. It is observed that PL/Avg bills were served from June-July/2002 to Aug-Sept/2018 with meter reading of 2072 KWh in Dec-2012/Jan-2013. Average bills were served to the complainant for the period from Jan'2013 to Aug-Sep'2018 with 288/216 etc consumption/bi-monthly. In Nov'2018, a new meter was installed with sl. no LW054340 with IMR as 130kwh on 17.12.2018 and FMR as 700 kwh on 16.06.2019. Average consumption is 95units $(130+700/6=570/6=95)$. From Nov'2018 to Nov'2024 the bills are ok/actual with less consumption. To settle the billing dispute bill revisions are required.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill by spread over the kwh readings of "2072" in between the periods from Jun-Jul'2002 to Dec-Jan'2013 basing on the consumption recorded in meter sl. no.315252 with daily/monthly actual average consumption thereof as well as for the periods from Jan'2013 to Oct'2018 all the PL/Avg. bills may be revised by taking average consumption of 95 units per month.

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 by spread over the kwh readings of "2072" in between the periods from Jun-Jul'2002 to Dec-Jan'2013 basing on the consumption recorded in meter sl. no.315252 with daily/monthly actual average consumption thereof as well as for the periods from Jan'2013 to Oct'2018 all the PL/Avg. bills may be revised by taking average consumption of 95 units per month.*
- 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.K. Satpathy)

President
President
Grievance Redressal Forum
TPWODL, Burla - 768017

- Copy to:** - (1) Ramesh Chandra Mahapatra, At-Birenbandh, Po-Sunari, Dist-Jharsuguda-768234.
(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) or Odisha Electricity Regulatory Commission, At-Plot No.04, Chunokoli, Sailashree Vihar, Bhubaneswar-751021 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".

