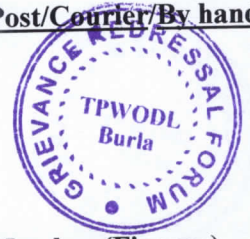


**Grievance Redressal Forum
TPWODL, BURLA**

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)/1460 (4)

Date: 23/02/2024

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

	Case No.	BRL/129/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Padma Lochanray At/Po- Kirarama,Belpahar, Dist- Jharsuguda.	4170-0111-1111	9437256527	
3	Respondent/s	EE(Elect.),BNED,TPWODL & S.D.O(Electrical), Belpahar , TPWODL	Division B.N.E.D, TPWODL, Brajrajnagar		
4	Date of Application	10.01.2024			
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	10.01.2024			
9	Date of Order	23/02/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

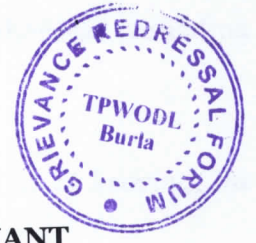
Place of Camp: ESO Office, Bandhabahal, TPWODL, Brajrajnagar.

Appeared

For the Complainant- Sri Padma Lochanray

For the Respondent - EE(Elect.), BNED, TPWODL

& S.D.O(Elect.), Belpahar, TPWODL, Brajrajnagar.



GRF Case No- BRL/129/2024

COMPLAINANT

- (1) Sri Padma Lochanray
At/Po- Kirarama, Belpahar,
Dist- Jharsuguda.
Consumer No.- 4170-0111-1111

VRS

OPPOSITE PARTY

- (1) EE(Elect.), BNED, TPWODL
&
S.D.O(Elect.), Belpahar, TPWODL, Brajrajnagar.

GIST OF THE CASE

The Complainant filed the petition in the name Sri Padma Lochanray bearing Consumer No 4170-0111-1111 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 submitted ledger copy for the period from Aug'2016 to Dec'2023 & PVR dtd. 03.02.2024, money receipt for transformer testing fees as well as transformer testing report but not submitted w/s in this case.

OBSERVATION

The case is pursued with all documents available in record and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-GP consumer having CD 10kw with initial date of power supply 04.04.2016 was installed on 03.06.2020, meter sl. no."10012631" was installed on 15.11.2022 and meter sl. no."1007096" was installed on 25.07.2023 with IMR as" zero "and MF "1" for each case as seen from the FG data base/Samadhan App. The complainant has been raised objection on billing dispute for Jun & Jul'2023 and pray for its revision. As observed actual bill was served in May'2023 (09.06.2023) and a new meter was installed by replacing the old on 25.07.2023. The complainant has submitted the transformer testing report along with money receipt dtd. 07.08.2023 for deposit of transformer testing fees of Rs 4130/- including GST. In PVR, field officers have defined about transformer burnt with remarks to revision of bill for Jun'2023 as the same transformer was installed in Jul'2023. After careful observation of the material facts and taking into consideration the hearing as well as documentary evidence the Forum feels that there is a dispute in billing in between 10.06.2023 to 12.08.2023 as the transformer was tested on 12.08.2023 as per testing report and assumed as if used the p/s as earlier since 13.08.2023 as like earlier. In this regard, no w/s has been filed by EE, BNED, Brajrajnagar and hence benefit of doubts to be passed to the hands of the complainant considering the facts so produced was correct. So, bill revision is required to resolve the grievance of the complainant.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bills for the period from 10.06.2023 to 12.08.2023 by withdrawn EC & ED from the billing so done during the above period keeping other charges intact considering the transformer was under break down condition for the above period and hence not consumed any p/s by the complainant but for the confirmation further

verification to be done by EE,BNED,Brajrajnagar and revise the bill accordingly or otherwise on finding deviation to be revise the bill in accordance to regulation.

ORDER

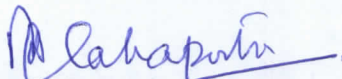
Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:

1. The Opposite Party is directed to revise the bill of the consumer for the period from 10.06.2023 to 12.08.2023 by withdrawn EC & ED from the billing so done during the above period keeping other charges intact considering the transformer was under break down condition for the above period and hence not consumed any p/s by the complainant but for the confirmation further verification to be done by EE,BNED,Brajrajnagar and revise the bill accordingly or otherwise on finding deviation to be revise the bill in accordance to regulation.
2. The Opposite party is directed not to consider the bill revision for the period already revised earlier/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


(A.K. Satpathy)

President
President

Grievance Redressal Forum
TPWODL, Burla - 768017

- Copy to:** - (1) Sri Padma Lochanray, At/Po- Kirarama, Belpahar, Dist- Jharsuguda.
(2) Sub-Divisional Officer (Elect.), Belpahar, TPWODL, Brajrajnagar 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.orerc.org under the "head "Cases-> "GRF".