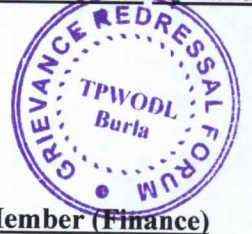


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 1461 (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/130/2024				
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		President Pani Panchayat C/o-Sri Rohit Pradhan At/Po- Singheipali,Belpahar, Dist- Jharsuguda.	4170-0106-0669		
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- President Pani Panchayat

Represented by Sri Rohit Pradhan

For the Respondent - EE(Elect.), BNED & S.D.O(Elect.), Belpahar, TPWODL, Brajrajnagar



GRF Case No- BRL/130/2024

(1) President Pani Panchayat

Sri Rohit Pradhan

At/Po- Singheipali, Belpahar,

Dist- Jharsuguda.

Consumer No.- 4170-0106-0669

VRS

COMPLAINANT

(1) EE(Elect.), BNED, TPWODL, Brajrajnagar

&

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

OPPOSITE PARTY

GIST OF THE CASE

The Complainant filed the petition in the name of President Pani Panchayat bearing Consumer No **4170-0106-0669** represented by Sri Rohit Pradhan 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 Jun'2020 to Dec'2023 but PVR & w/s not submitted 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-IPA consumer having CD 30kw with initial date of power supply 04.06.2020 through meter sl. no." 2967966" was installed on 03.06.2020 with IMR as "zero" & MF as "1" as seen from the FG data base/Samadhan App. The complainant has been raised objection on billing dispute and pray for its revision. In the meantime, the meter sl. no. "10036808" was installed on 19.03.2023 IMR as "zero" & MF as "1" with old meter kwh reading as "92941". As observed and seen from the billing data base the kwh reading was "92941" on 18.03.2023 considering the consumption from the date of p/s on 04.06.2020 in old meter. The consumption from 19.03.2023 with IMR as "zero" in new meter and in Jan'2024 the kwh reading was "22334.35" as well as seen that the LD was going on since Oct'2023 to Dec'2023. During hearing after taking opinion of both parties it was decided to restore the p/s on payment of Rs 50000/- by the complainant and accordingly, the complainant has paid the above amount on 29.01.2024 and immediately the RC has been made by opposite party. Further, it is also seen that PL bills were withdrawn on serving of actual bills time to time. 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 04.06.2020 to 18.03.2023 basing on the consumption recorded in meter sl. no. "2967966" taking IMR as "1" kwh by spread the readings "92941" over the periods and for the period from 19.03.2023 to 12.02.2024 basing on the consumption recorded in meter sl. no. "10036808" taking IMR as "zero" kwh on 19.03.2023 and FMR as "22334.35" kwh on 12.02.2024 except LD periods from Oct'2023 to Dec'2023 with the daily/monthly actual average consumption thereof.

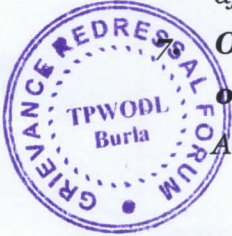
ORDER

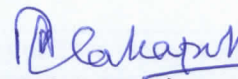
Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:


1. The Opposite Party is directed to revise the bill of the consumer for the period from 04.06.2020 to 18.03.2023 basing on the consumption recorded in meter sl. no."2967966" taking IMR as "1" kwh by spread the readings "92941" over the periods and for the period from 19.03.2023 to 12.02.2024 basing on the consumption recorded in meter sl. no. "10036808" taking IMR as "zero" kwh on 19.03.2023 and FMR as "22334.35" kwh on 12.02.2024 except LD periods from Oct'2023 to Dec'2023 with the daily/monthly actual average consumption thereof.
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.


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) President Pani Panchayat, C/o-Sri Rohit Pradhan, At/Po- Singheipali, 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:Bhoingar, 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".