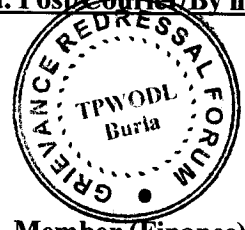


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 1696 (4)

Date: 30/04/24

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

1	Case No.	BRL/325/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sringar Sadan At/Po- Main road,Brajrajnagar, Dist- Jharsuguda-768216.	4171-0102-0281	9776556644	
3	Respondent/s	SDO(Electrical),Brajrajnagar , TPWODL	Division B.N.E.D, TPWODL, Brajrajnagar		
4	Date of Application	10.04.2024			
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	10.04.2024			
9	Date of Order	30/04/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: Division Office, Brajrajnagar, TPWODL, Brajrajnagar.



Appeared

For the Complainant- Sringer Sadan

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

GRF Case No- BRL/325/2024

(1) Sringer Sadan

At/Po- Main road, Brajrajnagar,

Dist- Jharsuguda-768216.

Consumer No.- 4171-0102-0281

COMPLAINANT

VRS

(1) SDO(Elect.) Brajrajnagar, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Srinagar Sadan bearing Consumer No **4141-0102-0281** 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 except ledger copy for the period from Feb'2001 to Feb'2024 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-GP consumer having CD 0.7kw with initial date of p/s 01.01.1990 as seen from the FG data base. At present meter sl. no."WLT025438" is showing in FG record. As seen actual bills were served from Jan-Feb'2001 to Nov'2006 in reference to consumption recorded in meter sl. no."WESCO166827" with kwh reading of "4079". PL/Avg. bills were continued since Dec'2006 to Oct'2010 and in Nov'2010 the kwh reading was "5758" with billing units "249" and found no adjustment of PL bills. In Oct'2015, the kwh reading was "9900" with billing units "67" where it is seen that the kwh reading was "3025" with billing unit "1138" and developed the arrear position due to such high billing. The meter sl. no."WESCO166827" has given advance readings time to time with actual billing in Jun'2017 after completion of the round. So, the total consumption from the date of installation meter to Jun'2017 was "13025" units and the billing upto Oct'2015 for "9900" units. So, the consumption in between the periods from Nov'2015 to Jun'2017 will be "3125"units(10000+3025-9900). As seen bill revision has already been done by opposite party and withdrawn an amount of Rs 2234/- to be further verified by opposite party. So, to settle the grievance of the complainant bill revision is required.

As the opposite party has not submitted the PVR, w/s etc required for the purpose and to avoid delay this Forum prefers to pass the order as ex-parte with warning to the opposite party not to repeat the same henceforth.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill for the period from Dec'2006 to Nov'2010 by spread over the readings of "5758" with IMR as "4079" and for the period from Nov'2015 to Jun'2017 by spread over the units of "3125" in between the periods with reference to consumption recorded in meter sl. no. "WESCO166827" with its daily/monthly actual average consumption thereof with adjustment of earlier revision as per applicability as per law.

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 Dec'2006 to Nov'2010 by spread over the readings of "5758" with IMR as "4079" and for the period from Nov'2015 to Jun'2017 by spread over the units of "3125" in between the periods with reference to consumption recorded in meter sl. no. "WESCO166827" with its daily/monthly actual average consumption thereof with adjustment of earlier revision as per applicability as per law.
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

(A.K. Satpathy)

President
President
Grievance Redressal Forum
TPWODL, Burla - 768017

- Copy to:** - (1) Sringar Sadan, At/Po- Main road, Brajrajnagar, Dist- Jharsuguda-768216.
(2) Sub-Divisional Officer (Elect.), Brajrajnagar, 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.orierc.org under the "head "Cases->"GRF".