

**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)

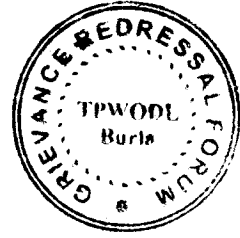
Ref: GRF/Burla/Div/BNED/ (Final Order)/ **189 (4)**

Date: **30/06/24**

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

1	Case No.	BRL/327/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Manoj Ku. Kachariya At-Hotel Raj,Abhusan Jewellers Po- Main market,Brajrajnagar, Dist- Jharsuguda-768216.	4171-0102-0761	9937115997/ 9090837330	
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	30/06/24			
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- Manoj Ku. Kachariya
Represented by Sri Akash Kachariya
For the Respondent - SDO(Elect.) Brajrajnagar, TPWODL.

GRF Case No- BRL/327/2024

(1) Manoj Ku. Kachariya
At-Hotel Raj, Abhusan Jewellers
Po- Main market, Brajrajnagar,
Dist- Jharsuguda-768216.
Consumer No.- 4171-0102-0761

COMPLAINANT

VRS

(1) SDO(Elect.) Brajrajnagar, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Sri Manoj Ku. Kachariya bearing Consumer No **4171-0102-0761** represented by Sri Akash Kachariya 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 meter installation service order form neither visible nor acceptable in this case.

OBSERVATION

The case is pursued with all documents available in records submitted by the complainant and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-GP consumer having CD 1KW with date of initial power supply 11.03.2014 through meter sl. no." WES11022" with IMR "0" as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. Meanwhile, the meter Sl No TPWODL1012615 and TPWODL1088824 was installed on 28.05.2022 and 16.01.2023 respectively with IMR "0" and MF "1" with old kwh as "10636" and "1714" respectively. As seen actual/PL bills were served to the complainant from the date of p/s to Nov'2021(11.03.2014 to 11.12.2021) with adjustment of PL bills accordingly time to time where found the kwh reading was "10532" in Nov'2021. During scrutiny of ledger, it came to the notice of the Forum that the PL bills were served to the complainant for the period from Dec'2021 to Dec'2022(12.12.2021 to 15.01.2023). After installation of meter sl. no. TPWODL1088824 the bills were served in accordance to meter reading. In the meantime, the opposite party has taken care to revise the bill for delay meter updating for the periods from May'2022 to Sep'2022(01.05.2022 to 30.10.2022) and debited an amount of Rs 9013.65/-. It is doubtful on the meter replacement took place on 28.05.2022 as because the opposite party has yet not submitted the meter installation protocol to this Forum for verification. The Forum

feels that the meter sl. no. TPWODL1012615 might be installed during Dec'2021 but updated in billing on 28.05.2022 hence developed PL bills during the period from Dec'2021 to Dec'2022(11.12.2021 to 09.01.2023) for which the opposite party could not submitted the meter installation protocol/w/s for confirmation of date of meter installation. So, the above meter to be treated as installed on 25.05.2022 in absence of any records from opposite party. The kwh reading in meter sl. no. TPWODL1012615 was 1714 on 30.10.2022 as seen from meter reading data in FG. So, revision is required to settle the billing dispute.

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.

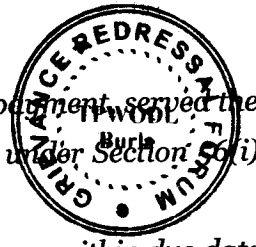


Hence it is the opinion of the Forum that the opposite party is liable to revise the bill by spread over the reading of 1714 units with IMR as "o" in between the periods 11.12.2021 to 30.10.2022 in reference to consumption recorded in recorded in meter sl. no. TPWODL1012615 (1st) and for the period from 16.01.2023 to 07.02.2023 taking IMR as "o" and FMR as "84" considering the consumption recorded in meter SL No TPWODL1088824(2nd) with its daily/monthly actual consumption thereof as well as for the period from 01.11.2022 to 15.01.2023 (3rd) as per the actual average consumption so derived in 1st instance.

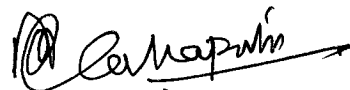
ORDER


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 reading of 1714 units with IMR as "o" in between the periods 11.12.2021 to 30.10.2022 in reference to consumption recorded in recorded in meter sl. no. TPWODL1012615 (1st) and for the period from 16.01.2023 to 07.02.2023 taking IMR as "o" and FMR as "84" considering the consumption recorded in meter SL No TPWODL1088824(2nd) with its daily/monthly actual consumption thereof as well as for the period from 01.11.2022 to 15.01.2023 (3rd) as per the actual average consumption so derived in 1st instance.*
- 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 6(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) Manoj Kachariya, At-Hotel Raj, Abhusan Jewellers, Po- Main market, 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".