

**Grievance Redressal Forum
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Bargarh, Pin- 768017

Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

Bench: A.K.Satapathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)

Ref: GRF/Burla/Div/BNED/ (Final Order)/ 1708 (4)

Date: 30/04/24

Present:

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

1	Case No.	BRL/360/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Badaray Munda Mahima Nagar, Bandbahal Dist-Jharsuguda-768211	4172-1501-3061	9438248733	
3	Respondent/s	S.D.O (E),Belpahar	Division B.N.E.D, TPWODL, Brajrajnagar		
4	Date of Application	29.04.2024			
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	29.04.2024			
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: ESO Office, Bandbahal, TPWODL



Appeared

For the Complainant- Badaray Munda

For the Respondent - SDO(Electrical),Belpahar, TPWODL.

GRF Case No- BRL/360/2024

Badaray Munda
Mahima Nagar, Bandbahal
Dist-Jharsuguda
Con No-4172-1501-3061

VRS

SDO(Electrical), Belpahar, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Badaray Munda has appeared on Dt. 29.04.2024 at the camp held at ESO Office, Bandbahal and submitted a written complaint wherein he has stated about billing dispute and requested to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from May-2016 to March-2024, but no PVR or written statement has submitted in this case.

OBSERVATION

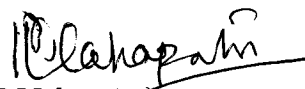
The case is pursued with all documents available in records submitted by the complainant and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-DOM consumer having CD 2KW with date of initial power supply 26.05.2016 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. Meanwhile, the meter SI No TWSP51043944 was installed on 15.09.2023 IMR '0' & MF 1 with old KWh 14433 recorded in previous meter bearing SL No WCG03398 in billing since May-2016 & given actual reading up to July 2023 (15.08.2023). As observed the billing units were 916 in May-2023, 484 in June-2023 and 125 in July-2023. From the pattern of billing, it is concluded that neither the meter readers have paid any attention for proper meter reading nor opposite party has taken steps to make it correct and time to time raised the suppressed reading in the billing. Hence, revision is required to settle the billing dispute.

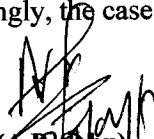
Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from May-2016 to July-2023 (15.08.2023) by spread over the reading of 14433 units with IMR '0' in reference to consumption recorded meter SI No WCG03398 & for the periods from 15.09.2023 to 23.09.2023.2023 by taking IMR as '0' & FMR as 87 with reference to consumption recorded in meter SL No TWSP51043944 as well as for the period from 16.08.2023 to 14.09.2023 taking consumption of six consecutive months with its daily/monthly actual consumption considering the adjustment of previous bill revisions as per law if any.

After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

1. The Opposite Party is directed to revise the bill for the periods from May-2016 to July-2023 (15.08.2023) by spread over the reading of 14433 units with IMR '0' in reference to consumption recorded meter SI No WCG03398 & for the periods from 15.09.2023 to 23.09.2023.2023 by taking IMR as '0' & FMR as 87 with reference to consumption recorded in meter SL No TWSP51043944 as well as for the period from 16.08.2023 to 14.09.2023 taking consumption of six consecutive months with its daily/monthly actual consumption considering the adjustment of previous bill revisions as per law if any.
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


(A.P. Sahu)
Member (Finance)
Member


A.K. Satapathy
(President)
President

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1. Badaray Munda, Mahima Nagar, Bandbahal, Dist-Jharsuguda
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, Brajarajnagar
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".)