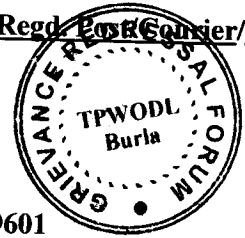


Grievance Redressal Forum
TPWODL, BURLA

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)/ 1749 (4)

Date: 31/05/24

Present:

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

| | | | | | |
|-------------------------|--|---|--|--|--------|
| 1 | Case No. | BRL/368/2024 | | | |
| 2 | Complainant/s | Name & Address | Consumer No | Contact No. | |
| | | Nirakar Pradhan Charla Dist-Jharsuguda | 4172-2504-0306 | 6371343265 | |
| 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 | 31/05/24 | | | |
| 10 | Order in favour of | Complainant | √ | Respondent | Others |
| 11 | Details of Compensation awarded, if any. | NIL | | | |

(Handwritten signature)

appeared

For the Complainant- Nirakar Pradhan

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

GRF Case No- BRL/368/2024

Nirakar Pradhan

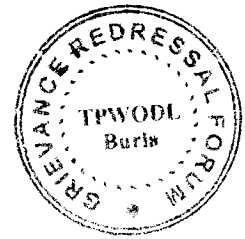
Charla

Dist-Jharsuguda

Con No-4172-2504-0306

VRS

SDO(Electrical), Belpahar, TPWODL.



COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Nirakar Pradhan 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 & requested to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from March-2001 to March-2024, a PVR carried on 06.05.2024 also submitted but no written statement has file 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 01.01.1990 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 TWST1708627 was installed on 17.02.2024 IMR '0' & MF 1 with old KWh reading of 27335 (old meter No WCG02954). The KWh reading was 27335 on 26.01.2024 as seen from Samadhan App. The meter SI No WCG02954 was in billing since Feb 2016 but it is seen that the bills were raised on the complainant time to time although actual basis but not in accordance to the recorded consumption in the meter time to time & seems to be improper. As observed many times during billing periods high units of bills were raised i.e., suppressed reading was billed in between the periods whenever desired by meter reader. '0' billing were done since Aug 2013 to April 2014 without considering FC. 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 Feb-2016 to Dec-2023 by spread over the reading of 27335 units with IMR '0' in reference to consumption recorded meter SI No WCG02954 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any and FC to be levied for the period from Aug 2013 to April 2014 accordingly.

ORDER

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 Feb-2016 to Dec-2023 by spread over the reading of 27335 units with IMR '0' in reference to consumption recorded meter SI No WCG02954 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any and FC to be levied for the period from Aug 2013 to April 2014 accordingly.

- 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)

Grievance Redressal Forum
TPWODL, Burla - 768017


Member (Finance)

Grievance Redressal Forum
TPWODL, Burla - 768017


A.K. Satapathy
(President)

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Nirakar Pradhan, Charla, 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".)