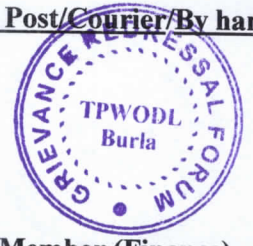


Grievance Redressal Forum
TPWODL, BURLA

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)/ 1452 (4)

Date: 23/02/2024

Present:

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

1	Case No.	BRL/71/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Kishor Ch Pandey S/O Late Narean Pandey (Consumer) At-Ainlapada, Lakhanpur Dist-Jharsuguda		4172-1205-2390	
3	Respondent/s	S.D.O (E),Belpahar, TPWODL		Division B.N.E.D, TPWODL, Brajrajnagar	
4	Date of Application	24.01.2024			
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	24.01.2024			
9	Date of Order	23/02/2024			
10	Order in favour of	Complainant	<input checked="" type="checkbox"/>	Respondent	<input type="checkbox"/>
11	Details of Compensation awarded, if any.	Others			
		NIL			

Place of Camp: SDO Office, Belpahar, TPWODL

Appeared

For the Complainant- Sri Kishor Ch Pandey
Representative of late Narean Pandey (Consumer)

For the Respondent - S.D.O (E),Belpahar, TPWODL

GRF Case No- BRL/71/2024

Sri Kishor Ch Pandey
S/O Late Narean Pandey (Consumer)
At-Ainlapada, Lakhanpur
Dist-Jharsuguda
Con No-4172-1205-2390
VRS

S.D.O (E),Belpahar, TPWODL



COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Kishor Ch Pandey appeared before this Forum on behalf of the consumer Late Narean Pandey is a domestic consumer bearing No 4172-1205-2390 with CD 0.15KW and its date of power supply is 03.08.2013. There is error billing since date of power supply though the meter was running OK till March-2021 & also there is wrong billing from July 2021 to Sept 2022.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted bill abstract of the consumer from Aug-2013 to Dec-2023 & a PVR carried on 25.01.2024 received on 16.02.2024 by courier wherein it is observed that the meter SI No TPWODL1054698 with CMR 001324KWh with meter status is OK.

OBSERVATION

The case is persued 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 0.15KW with date of initial power supply 03.08.2013 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 TPWODL1054698 was installed on 29.09.2022 with IMR '0' & MF 1 where found the reading in old meter bearing SL No 6381425 having CMR 5612 which was continued since date of power supply from 03.08.2013. The complainant has been served in March-2021 with KWh reading of 5402 with billing unit 2117 which seems to be incorrect & improper billing served by the opposite party to complainant. Further, PI bills were served from 24.07.2021 to 28.09.2022. Hence, required revision 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 03.08.2013 to 12.04.2021 by spread over the reading of 5402 units with IMR '0' in reference to consumption recorded meter SI No 6381425 & for the periods from 24.07.2021 to 28.09.2022 considering consumption recorded in for six months in meter SI No TPWODL1054698 as per regulation 155 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any.



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 03.08.2013 to 12.04.2021 by spread over the reading of 5402 units with IMR '0' in reference to consumption recorded meter SI No 6381425 & for the periods from 24.07.2021 to 28.09.2022 considering consumption recorded in for six months in meter SI No TPWODL1054698 as per regulation 155 with the daily/monthly actual consumption thereof 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.**



B. Mahapatra
(Co-Opted Member)
Grievance Redressal Forum
TPWODL, Burla - 768017



A.P. Sahu
(Member)
Grievance Redressal Forum
TPWODL, Burla - 768017



A.K. Satapathy
(President)
Grievance Redressal Forum
TPWODL, Burla - 768017

- Copy to:
1. Sri Kishor Ch Pandey, S/O Late Narean Pandey, At-Ainlapada, Lakhanpur, Dist-Jharsuguda
 2. Sub-Divisional Officer (Elect.), Belpahar, TPWODL, Brajarajnagar 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.orerc.org under the "head "Cases-> "GRF".)