

**Grievance Redressal Forum
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Burla, 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)/ 22774,

Date: 31/12/24

Present:

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

| | | | | | |
|----|--|---|----------------|--|--------|
| 1 | Case No. | BRL/859/2024 | | | |
| 2 | Complainant/s | Name & Address | Consumer No | Contact No. | |
| | | Naren Padhan At/Po-Bandhbahal Dist-Jharsuguda-768211 | 4170-0111-0211 | 9438074607 | |
| 3 | Respondent/s | S.D.O (E),Belpahar | | Division B.N.E.D, TPWODL, Brajarajnagar | |
| 4 | Date of Application | 16.12.2024 | | | |
| 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 | 16.12.2024 | | | |
| 9 | Date of Order | 31/12/24 | | | |
| 10 | Order in favour of | Complainant | ✓ | Respondent | Others |
| 11 | Details of Compensation awarded, if any. | NIL | | | |

Place of Camp: ESO Office, Bandhbahal

Appeared

For the Complainant- Naren Padhan

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

GRF Case No- BRL/859/2024

Naren Padhan
At/Po-Bandhbahal
Dist-Jharsuguda
Con No-4170-0111-0211

VRS

SDO(Electrical), Belpahar, TPWODL.



COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Naren Padhan has appeared in the hearing on Dt. 16.12.2024 at the camp held at ESO Office, Bandhbahal and submitted a written complaint wherein he has stated about billing dispute-high meter reading without using electricity which he has inform the authority from time to time & has requested to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has not submitted any relevant documents except billing abstract from July-2003 to Nov-2024 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 of 5KW with date of initial power supply on Dt.09.06.2023 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. It is seen that the meter SL No WVT02604 was effected in billing in Dec 2018 and given advance reading time to time as well as the complainant has been served the Actual bills but found that in Dec 2021 & Jan 2022 the billing units were 1035 & 2084 respectively which is found excess as compared to consumption pattern. But after verification it is seen that the suppressed reading was billed during these months & due to which the slab benefit of tariff was missed. After due hearing & order by this Forum, the complainant has paid Rs.40000.00 on the same date. So, bill revision is required to settle the billing dispute.

Hence it is the opinion of the Forum that the opposite party is liable to spread over the reading of 9332 KWh with IMR 0 in between the periods from Dec-2018 to Jan-2024 with reference to consumption recorded in meter SI No WVT02604 with the daily/monthly actual consumption thereof with the adjustment of previous bill revisions if any as per law.

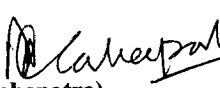
ORDER

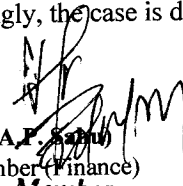
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.


1. The Opposite Party is directed to spread over the reading of 9332 KWh with IMR 0 in between the periods from Dec-2018 to Jan-2024 with reference to consumption recorded in meter SI No WVT02604 with the daily/monthly actual consumption thereof with the adjustment of previous bill revisions if any as per law.

2. The Opposite party is directed not to consider the bill revision for the period revised earlier and adjust the revision as per law/for the period of penalty/in both cases, if any, as applicable as it has 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 benefits of OTS scheme and rebate thereof, if any, as applicable as it has 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 into 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, serve 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 at, 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


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


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

1. Naren Padhan, At/Po-Bandhbanal, 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".)