

Grievance Redressal Forum

TPWODL, BURLA

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

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

Ref: GRF/Burla/Div/BNED/ (Final Order)/ 2295 (4)

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/860/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		H M Govt Primary School C/o-Surabhi Mishra At-Senamal, Po-Bandhbahal Dist-Jharsuguda-768211		4170-0108-0336	
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- H M Govt Primary School
Represented by Surabhi Mishra

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

GRF Case No- BRL/860/2024

H M Govt Primary School
C/O- Surabhi Mishra
At-Senamal, Po-Bandhbahal
Dist-Jharsuguda
Con No-4170-0108-0336

VRS

SDO(Electrical), Belpahar, TPWODL.



COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

H M Govt Primary School 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 & has requested to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted photocopy of meter, a PVR carried out on Dt.19.12.2024 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-SPP consumer having CD of 1KW with date of initial power supply on Dt.30.12.2020 through meter SL No LW583649 & continuing up to billing month Feb-2023 with KWh reading of 356 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. The above complainant has been served PL/Act bills with adjustment of PL bills since date of P/S to Feb-2023. This Forum has gone through the PVR Dt.19.12.2024 along with photo of the meter bearing SI No LW611829. In PVR it is stated that the mentioned meter SI No is existing in the premises of consumer up to 19.12.2024 with meter reading 366KWh which match to the photo of meter submitted to this Forum. However a meter SL No TWSP14000913 was effected in billing in March-2023 & continuing till date which might be happen due to wrong update of meter in billing as actually the same is not continuing in the premises of the complainant. During camp court hon'ble president of this Forum has visited the site & found the meter SL No LW611829 was there with the mention reading of 366 KWh. So, this Forum prefers to believe that the meter SL No LW611829 is still continuing in the premises of the complainant with KWh reading of 366 up to 19.12.2024. So, bill revision is required to settle the billing dispute along with rectification of reading through O-code or the procedure followed in FG system of billing.

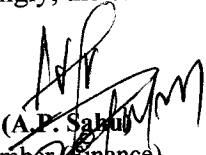
Hence it is the opinion of the Forum that the opposite party is liable to spread over the reading of 366 in between the periods from date of power supply to 19.12.2024 with reference to consumption recorded in meter SI No LW611829 with the daily/monthly actual consumption thereof with the adjustment of previous bill revisions if any as per law as well as update the reading of 366KWh (reset the reading) & meter SI No LW611829 in billing through O-Code and the procedure followed in FG system of billing

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 366 in between the periods from date of power supply to 19.12.2024 with reference to consumption recorded in meter SI No LW611829 with the daily/monthly actual consumption thereof with the adjustment of previous bill revisions if any as per law as well as update the reading of 366KWh (reset the reading) & meter SI No LW611829 in billing through O-Code and the procedure followed in FG system of billing
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.


(A.P. Sabu)
Member (Finance)
Member


A.K. Satapathy
(President)
President

Grievance Redressal Forum

Grievance Redressal Forum

Copy to: -

1. H M Govt Primary School, C/O- Surabhi Mishra, At-Senamal, Po-Bandhbahal, 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.orienc.org under the “head “Cases-> “GRF”.)