



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)/ 1543 (4)

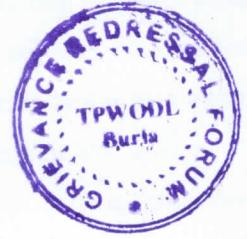
Date: 29/02/2024

Present:

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

1	Case No.	BRL/87/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Kishor Kumar Meher S/O Late Chandantola Meher (Consumer) Lakhanpur Dist-Jharsuguda	4172-1205-0573	9938173066	
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	29/02/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: SDO Office, Belpahar, TPWODL



Appeared

For the Complainant- Sri Kishor Kumar Meher
Representative of late Chandantola Meher (Consumer)

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

GRF Case No- BRL/87/2024

Sri Kishor Kumar Meher
S/O Late Chandantola Meher (Consumer)
Lakhanpur
Dist-Jharsuguda
Con No-4172-1205-0573

VRS

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

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Kishor Kumar Meher on behalf of the consumer Late Chandantola Meher appeared before this Forum on 24.01.2024 at the camp held on SDO Office Belpahar and submitted a written complaint wherein he has stated that "his electric bill was 0 on March-2023 & the bill amount was Rs.52000.00 in other month and gradually it increases so he wants to know its reason & request to rectify/revise the same."

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted billing abstract from April-2016 to Dec-2023 an a PVR carried on 22.08.2023 where it is found that the meter SI No is LW528397 with CMR 126KWh with meter status is OK and remark given by concern authority that "Bill may be revised as per actual meter reading."

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 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 LW528397 was installed on 06.09.2021 with IMR'0' & MF 1 where found meter bearing SL No WESCO219999 was in billing since Feb-March-2001 with KWh reading of 12100 in Aug-Sept-2011. The complainant has been served PL/Avg bill For the period from Oct-Nov-2011 to Aug-2021 although meter SI No LW528397 was effected in billing in Sept-2021 but bills were served on average basis and the KWh reading was 12905 in May-2023 & 12060 in April-2023 with billing unit of 845 & 824 respectively. The pattern of billing was not correct. However, during verification of the data, it is seen that the opposite party has already ~~been~~ revised the bill for delayed meter updating for the period from Aug-2021 to March-2023 (06.09.02021 to 14.04.2023) & debited n amount of Rs.52673.28 & also revised the bill for the period from May-23 to Dec-2023 (13.05.2023 to 21.01.204) & also debited an amount of Rs.26699.07. The opposite party has not submitted the meter installation protocol so the date of meter installation was not verified. The PVR Dt. 22.08.2023 has been taken into consideration & found that the KWh reading was 14811 on the above date as per consumption recorded in meter SI No LW528397. Hence, required revision to settle the billing dispute.

Hence it is the opinion of the Forum that the opposite party is liable to act as per below mentioned instructions

- A. Revise the bill for the periods from 06.09.2021 to 22.08.2023 by spread over the reading of 14811 units with IMR '0' in reference to consumption recorded meter SI No LW528397 with adjustment of earlier revision but after verification of meter installation protocol to confirm the meter installation date and if found any deviation to be taken care accordingly for spread over the reading with reference to law.
- B. The KWh reading of 14811 on 22.08.2023 to be settled with in billing with 'O' code or procedure followed in FG system of billing & provide the actual bill accordingly where the PL bills done earlier will be withdrawn.
- C. New Service Connection to be released after observing the direction in regulation 17(i) & 179(iii) of OERC Distribution (Conditions of Supply) Code,2019.
- D. The opposite party is supposed to test the meter SI No LW528397 under regulation 107 by taking testing fees from the complainant & as per the outcome the bill revision to be carried on in accordance to regulation & law & if found no deviation act accordingly.
- E. The testing fees to be refunded to the complainant if found the meter is incorrect with reference to regulation 107(v).

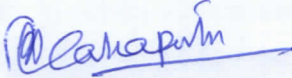
ORDER

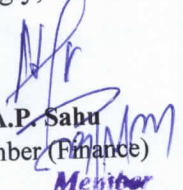
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.


1. The Opposite Party is directed to revise the bill
 - A. Revise the bill for the periods from 06.09.2021 to 22.08.2023 by spread over the reading of 14811 units with IMR '0' in reference to consumption recorded meter SI No LW528397 with adjustment of earlier revision but after verification of meter installation protocol to confirm the meter installation date and if found any deviation to be taken care accordingly for spread over the reading with reference to law.
 - B. The KWh reading of 14811 on 22.08.2023 to be settled with in billing with 'O' code or procedure followed in FG system of billing & provide the actual bill accordingly where the PL bills done earlier will be withdrawn.
 - C. New Service Connection to be released after observing the direction in regulation 17(i) & 179(iii) of OERC Distribution (Conditions of Supply) Code,2019.
 - D. The opposite party is supposed to test the meter SI No LW528397 under regulation 107 by taking testing fees from the complainant & as per the outcome the bill revision to be carried on in accordance to regulation & law & if found no deviation act accordingly.
 - E. The testing fees to be refunded to the complainant if found the meter is incorrect with reference to regulation 107(v).
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
Grievance Redressal Forum
TPWODL, Burla - 768017


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


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

- Copy to:
1. Sri Kishor Kumar Meher, S/O Late Chandantola Meher, 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.orierc.org under the "head "Cases-> "GRF".)