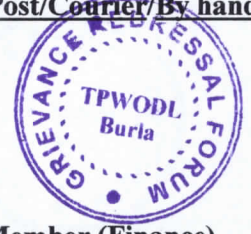


**Grievance Redressal Forum
TPWODL, BURLA**

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

Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

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



Ref: GRF/Burla/Div/BNED/ (Final Order)/1502 (4)

Date: 27/02/24

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

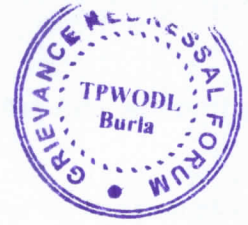
	Case No.	BRL/126/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Jayadev Mahanand C/o Late Swarna Singh At/Po- Tilia,Belpahar, Dist- Jharsuguda.		4172-2506-0267	
3	Respondent/s	S.D.O(Electrical), Belpahar , TPWODL			Division B.N.E.D, TPWODL, Brajrajnagar
4	Date of Application	10.01.2024			
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	10.01.2024			
9	Date of Order	27/02/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Bandhabahal, TPWODL, Brajrajnagar.

Appeared

For the Complainant- Sri Jayadev Mahanand
C/o Late Swarna Singh

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



GRF Case No- BRL/125/2024

(1) Sri Jayadev Mahanand
At/Po- Tilia, Belpahar,
Dist- Jharsuguda.
Consumer No.- 4172-2506-0267

VRS

(1) S.D.O(Elect.), Belpahar, TPWODL, Brajrajnagar.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

The Complainant filed the petition in the name Sri Jayadev Mahanand bearing Consumer No 4172-2506-0267 under BNED, TPWODL, Brajrajnagar stated about billing dispute.

Hence, the Complainant prayed before the Forum to consider the case for revision/rectification.


SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted ledger copy for the period from Apr'2018 to Dec'2023 and photograph of the meter with readings thereon in this case.

OBSERVATION

The case is pursued with all documents available in record and merit of the case. On examining the case in details, the Forum observed that the complainant is a domestic consumer having CD 1kw with initial date of power supply 18.01.2006 through meter sl. no." 0207373A" was entered in meter change attributes on 10.01.2024 MF as "1" as seen from the FG data base/Samadhan App. The complainant has been raised objection on billing dispute and pray for its revision. The complainant has been served actual bill upto billing month Jan'2009, PL/Avg. bills were also served from Feb'2009 to Jan'2017 and found LD since Feb'2017 to Aug'2021 @ different units time to time monthly/bi-monthly. The opposite party has submitted the photograph of the meter bearing meter sl. no."WLT213274" with kwh reading of "944" on 10.01.2024 with the remarks about meter installation date on 19.11.2021- the date of RC where both parties have given their ascent. The above meter(WLT213274) was effected in billing in Feb'2022 and continuing till date. So, it can be believed that the above meter was installed since 19.11.2021 and continuing till time with reading of "944" kwh with IMR as "zero". So, bill revision is required to resolve the grievance of the complainant.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bills for the period from 19.11.2021 to 10.01.2024 basing on the consumption recorded in meter sl. no. "WLT213274" taking IMR as "zero" kwh by spread the readings "944" over the periods with the daily/monthly actual average consumption thereof as well as FC to be taken care for levy for the period from Feb'2017 to Aug'2021.


President
Grievance Redressal Forum
TPWODL, Burla - 768017

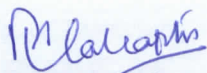
ORDER


Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:

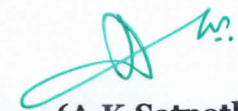
1. The Opposite Party is directed to revise the bill of the consumer for the period from 19.11.2021 to 10.01.2024 basing on the consumption recorded in meter sl. no."WLT213274" taking IMR as "zero" kwh by spread the readings "944" over the periods with the daily/monthly actual average consumption thereof as well as FC to be taken care for levy for the period from Feb'2017 to Aug'2021.
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.Satpathy)
President
President
Grievance Redressal Forum
TPWODL, Burla - 768017

- Copy to:** - (1) Sri Jayadev Mahanand, At- Tilia, Po- Belpahar, Dist- Jharsuguda.
(2) Sub-Divisional Officer (Elect.), Belpahar, TPWODL, Brajrajnagar with the direction to serve one copy of the order to the Complainant/Consumer.
(3) Executive Engineer (Elect.), BNED, TPWODL, Brajrajnagar.
(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.oierc.org under the "head "Cases-> "GRF".