

**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)/ 1524 (1)

Date: 29/02/2024

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

	Case No.	BRL/144/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Rath Sahu At/Po- Deopali, Mochida, Dist- Jharsuguda-768226.		4170-0103-3389	8018693248
3	Respondent/s	EE(Electrical), BNED , TPWODL			Division B.N.E.D, TPWODL, Brajrajnagar
4	Date of Application	17.02.2024			
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	17.02.2024			
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: ESO Office, Panchagaon, TPWODL, Brajrajnagar.



Appeared

For the Complainant- Sri Rath Sahu

For the Respondent - EE(Elect.), BNED, TPWODL, Brajrajnagar.

GRF Case No- BRL/144/2024

(1) Sri Rath Sahu
At/Po- Deopali, Mochida,
Dist- Jharsuguda-768226.
Consumer No.- 4170-0103-3389

COMPLAINANT

VRS

(1) EE(Elect.), BNED, TPWODL, Brajrajnagar.

OPPOSITE PARTY

GIST OF THE CASE

The Complainant filed the petition in the name of Sri Rath Sahu bearing Consumer No **4170-0103-3389** 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

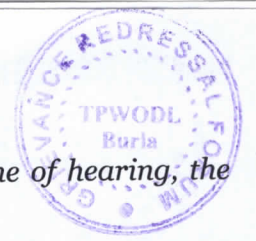
The Opposite Party has submitted the ledger copy for the period from Sep'2021 to Jan'2024, photograph of the meter with reading thereon in this case.

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 LT-IPA consumer having CD 3Hp with initial date of power supply 10.08.2018 as seen from the FG data base/Samadhan App. The complainant has been raised objection on billing dispute and pray for its revision. The meter sl. no."WLT068190" and "TPU35938" was installed on 09.08.2018 & 15.11.2023 with IMR as "zero" and MF "3" & "1" respectively. The old kwh reading was "12000"(in meter sl. no." WLT068190"). Actual bills were served in Feb'2023 for kwh reading of "1700", in Mar'2023 for kwh reading of "2500" & in Apr'2023 for kwh reading of "12000" with billing units "1314", "2400" & "28500" respectively. The meter sl. no."WLT068190" so installed in that premises was a single phase meter but for 03phase supply hence billing to be considered with MF "3" in reference to recorded reading in that meter but it is seen from the photograph of the meter so submitted to the Forum during hearing that the kwh reading was "2262" on 15.11.2023 but doubt on the efficiency of the meter as after such long duration i.e lapses of more than 05yrs the consumption was so less. 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 10.08.2018 to 15.11.2023 basing on the consumption recorded in meter sl. no. "WLT068190" taking the kwh reading as "2262" on 15.11.2023 with IMR as "zero" kwh by raising the correct bill with MF "3" and withdrawing the balance but after testing the meter and confirmation of the reading thereon or otherwise to be revised the bill as per law in case of finding meter as defective as per testing report.

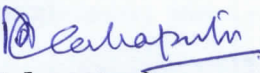
ORDER




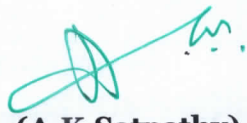
Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:

1. The Opposite Party is directed to revise the bill of the consumer for the period from 10.08.2018 to 15.11.2023 basing on the consumption recorded in meter sl. no. "WLTO68190" taking the kwh reading as "2262" on 15.11.2023 with IMR as "zero" kwh by raising the correct bill with MF "3" and withdrawing the balance but after testing the meter and confirmation of the reading thereon or otherwise to be revised the bill as per law in case of finding meter as defective as per testing report.
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 Rath Sahu, At/Po- Deopali, Mochida, 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:Bhojnagar, 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".