

**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)/ 1923 (4)

Date: 23/02/2024

Present:

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

1	Case No.	BRL/73/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Giridhari Bhoi At-Badimal, Po-Kanaktura Dist-Jharsuguda	4170-0103-3659	9938000755	
3	Respondent/s	E.E, BNED, Brajarajnagar, TPWODL & S.D.O (E),Belpahar, TPWODL		Division B.N.E.D, TPWODL, Brajarajnagar	
4	Date of Application	25.01.2024			
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
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	25.01.2024			
9	Date of Order	23/02/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office Panchgaon, TPWODL

Appeared

For the Complainant- Sri Giridhari Bhoi

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



GRF Case No- BRL/73/2024

Sri Giridhari Bhoi
At-Badimal, Po-Kanaktura
Dist-Jharsuguda
Con No-4170-0103-3659

VRS

E.E, BNED, Brajarajnagar, TPWODL
&
S.D.O (E),Belpahar, TPWODL

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Giridhari Bhoi is the complainant who appeared on Dt. 25.01.2024 at camp held on ESO Office Panchgaon under SDO Brajanaagar and submitted a written complaint wherein he has stated that “old bill revision for the period of 2021. His Old borewell point has been collapsed on 10.01.2024 & a new borewell have been open by them near the old point. Hence, they have requested to shift the old point to the new point having same connection.”

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted bill abstract of the consumer from July-2021 to Jan-2024 and PVR carried on 31.01.2024 received on 16.02.2024 by courier wherein it is found that meter SI No is 10034805 with CMR 626KWh with meter status is OK with remarks given by concern authority that “old billing may be revised on the actual new meter reading” and also submitted a photocopy of complainant application.

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-Irrigation Pumping & Agriculture consumer having CD 2.238KW with date of initial power supply 20.06.2020 without meter. The exiting point is buried in ground hence the complainant has applied to OLIC for digging of a new point but the OLIC Deptt has advised to dig a borewell in his own & accordingly the complainant dug a new borewell with appeal to the opposite party to reconnect the power supply to that point from the old point. In the mean time meter SI No 10034805 was installed on 19.08.2023. As per record the Meter SI No WBT03103 at site for which the complainant disputing the same & said that that meter was not in existence at site. The opposite party has already been served the bills time to time with code ‘N’ , ‘D’ & ‘U’ from Sept-2023 to Dec-2023 with actual billing. During hearing the opposite party has requested to revise the bill with reference to new meter consumption stating the period from June-2021 to May-2022 & for that submitted the PVR Dt.31.01.2024 with out signature of either the complainant or the representative although specified in regulation 95 of OERC (Condition of Supply), Code 2019 which to be treated as clear violation of the regulation & going on in spite of several advice/instructions from this Forum to do so & the Forum is feeling that deliberately it has been done by opposite party & with the concept that without proper verification in field i.e. the field officers have not been

moved to filed for its physical verification due to which the material facts might be hidden and loss may be occurred to either of the parties which should not be acceptable at any point of time or any situation.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from 17.07.2021 to 18.08.2023 basing on the consumption recorded in new meter bearing SL No 10034805 after considering consumption from 19.08.2023 to billing of July-2024 with its daily/monthly actual consumption thereof taking the load & non load periods for arriving on the actual average consumption to avoid loss of both parties & for judicious decisions in regards to revision is concern. The complainant is advised to further make a payment of Rs.7000.00 apart from the earlier payment on 23.01.2024 & apply to OLIC for a new borewell for which the complainant has agreed.

ORDER

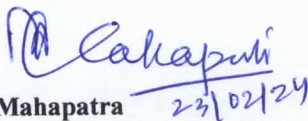
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

1. The Opposite Party is directed to revise the bill for the periods from 17.07.2021 to 18.08.2023 basing on the consumption recorded in new meter bearing SL No 10034805 after considering consumption from 19.08.2023 to billing of July-2024 with its daily/monthly actual consumption thereof taking the load & non load periods for arriving on the actual average consumption to avoid loss of both parties & for judicious decisions in regards to revision is concern. The complainant is advised to further make a payment of Rs.7000.00 apart from the earlier payment on 23.01.2024 & apply to OLIC for a new borewell for which the complainant has agreed.
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.

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.

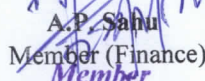
5. The Complainant is directed to pay the revised billed amount so arrived, if any, within due date after receipt of the revised energy charges bill to avoid disconnection.
6. *Opposite party is directed to submit the compliance report to this Forum within five month from the date of issue of this order as the case may be.*

Accordingly, the case is disposed of.


B. Mahapatra
(Co-Opted Member)

Co-opted Member

Final Order (GRE Case No. BRL/73/2024)
Grievance Redressal Forum
TPWODL, Burla - 768017


A.P. Sahu
Member (Finance)

Member
Grievance Redressal Forum
TPWODL, Burla - 768017


A.K. Satapathy
(President)

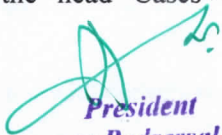
President
Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: -

1. Sri Giridhari Bhoi, At-Badimal, Po-Kanaktura, 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".)


President
Grievance Redressal Forum
TPWODL, Burla - 768017

