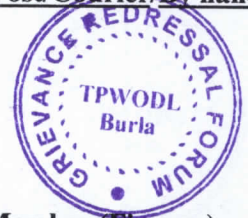


Grievance Redressal Forum
TPWODL, BURLAQuarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Bargarh, Pin- 768017Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

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



Ref: GRF/Burla/Div/BNED/ (Final Order)/ 1434 (u)

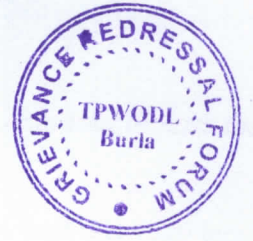
Date: 23/02/2024

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

1	Case No.	BRL/86/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Om Prakash Pradhan At-Attabira, Po-Panchgaon Dist-Jharsuguda		4172-2304-0021	
3	Respondent/s	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
		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	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			

appeared

For the Complainant- Sri Om Prakash Pradhan



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

GRF Case No- BRL/86/2024

Sri Om Prakash Pradhan
At-Attapura, Po-Panchgaon
Dist-Jharsuguda
Con No-4172-2304-0021

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

Sri Om Prakash Pradhan 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 about billing dispute & request to rectify/revise the bill.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted bill abstract of the consumer from Jan-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 TPWODL1184184 with CMR 1728KWh with meter status OK & remarks given by concern authority that "old bill may be revised on the basis of actual meter reading".

OBSERVATION

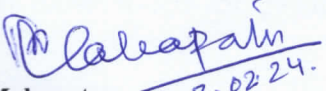
The case is persued with all documents available in records submitted by the complainant and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-DOM consumer having CD 2KW with date of initial power supply 01.01.1990 through meter SI No WESCO169717 & the meter SI No 1934067 was effect in billing since Sept-Oct-2004 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. The complainant has been served actual bills in March-April-2006, Nov-Dec-2016, Sept-Oct-2020 etc for KWh reading of 931, 1131, 1256 with billing unit 251, 200, 46 respectively & PL/Avg bills were served from Nov-Dec-2020 to Jan-Feb-2022. In the meantime, meter SI No WLT216090 was effect in billing Mar-April-2002 with KWh reading of 3537 with IMR '0' & meter SI No TPWODL1184181 was effect in billing in Sept-Oct-2023 and billing are going on accordingly. The Forum feel that the reading of 3537 in Mar-Apr-2022 might be incorrect & the meter bearing SL No WLT216090 was installed since Nov-Dec-2020 but not updated in billing data base due to which PL/Avf bills were served & actual bill in March-April-2022 for such high unit of billing. In this connection the opposite party has failed to submit any relevant documents relating to installation of meter/meter installation protocol for proof & defence. So benefit of doubt will go to the hands of the complainant. Hence, required revision to settle the billing dispute.


Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from Sept-Oct-2004 to Sept-Oct-2020 by spread over the reading of 1252 units with IMR '0' in reference to consumption recorded meter SI No 1934067 & for the periods from Nov-Dec-2020 to Jan-Feb-2022 considering consumption recorded in meter SI No WLT216090 taking KWh reading as 3537 with IMR '0' with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any.


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 Sept-Oct-2004 to Sept-Oct-2020 by spread over the reading of 1252 units with IMR '0' in reference to consumption recorded meter SI No 1934067 & for the periods from Nov-Dec-2020 to Jan-Feb-2022 considering consumption recorded in meter SI No WLT216090 taking KWh reading as 3537 with IMR '0' with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any.
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.**


B. Mahapatra
(Co-Opted Member)
Grievance Redressal Forum
TPWODL, Burla - 768017
23.02.24.


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


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

1. Sri Om Prakash Pradhan, At-Attapura, Po-Panchgaon, 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.oerc.org under the "head "Cases-> "GRF".)

