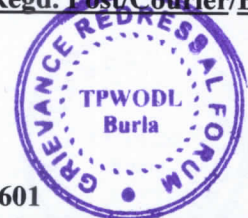


**Grievance Redressal Forum
TPWODL, BURLA**

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)/

1858 (4)

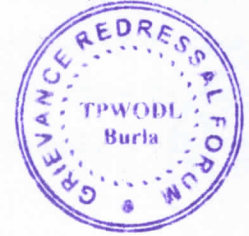
Date: 31/07/24

Present:

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

1	Case No.	BRL/446/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Chaturbhuj Sa Mauliberna, Sareipali Dist-Jharsuguda-768219		4172-1205-4098	9938443565
3	Respondent/s	S.D.O (E),Belpahar		Division B.N.E.D, TPWODL, Brajarajnagar	
4	Date of Application	21.06.2024			
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	21.06.2024			
9	Date of Order	31/07/24			
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- Chaturbhuj Sa

For the Respondent - SDO(Electrical),Belpahar, TPWODL.

GRF Case No- BRL/446/2024

Chaturbhuj Sa
Mauliberna, Sareipali
Dist-Jharsuguda
Con No-4172-1205-4098

COMPLAINANT

VRS
SDO(Electrical), Belpahar, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Chaturbhuj Sa has appeared on Dt. 21.06.2024 at the camp held at SDO Office, Belpahar and submitted a written complaint wherein he has stated about billing dispute & requested to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from Feb 2021 to May-2024 , a PVR carried on 27.06.2024 & written statement in this case.

OBSERVATION

The case is pursued 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 0.5KW with date of initial power supply 25.12.2019 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. Meanwhile, the meter Sl No WLT269530 was installed on 10.01.2022 with IMR '0' & MF 1. The opposite party was update the meter in billing in Sept 2023 although the same was installed on 10.01.2022 i.e. lately. The meter reading was 3576 on 13.10.2023 as seen from meter reading of FG database for which the photo of meter & reading there was uploaded in FG seen by this Forum. The opposite party has taken steps to revise the bill for delay meter updating for the period from 10.01.2022 to 13.10.2023 (Dec-2021 to Aug 2023) where found an amount of Rs.13460.07 was debited in the billing is correct & has done as per law by opposite party. During hearing the consumer has been advised to pay Rs.3000 out of arrear besides payment of Rs.1400.00 on 13.06.2024. The complainant has requested to pay the balance amount through five equal instalments & not to disconnect the power supply. *been*

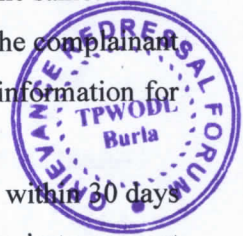
Hence it is the opinion of the Forum that there is no scope for bill revision. However, the complainant may be allowed five equal instalments to clear the dues & not to disconnect the power supply but on failure of payment of instalment along with current dues/non clearance of due the opposite party may take action as deemed fit as per law.

ORDER

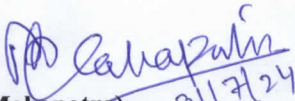
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

1. The Opposite Party is directed to allowed five equal instalments to clear the dues & not to disconnect the power supply but on failure of payment of instalment along with current dues/non clearance of due, the action as deemed fit may be taken as per law.


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 instalments/clear the due 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


(A.P.) Sahu
 Member (Finance)
Member


A.K. Satapathy
 (President)
President

Grievance Redressal Forum
TPWODL, Burla - 768017

Grievance Redressal Forum
TPWODL, Burla - 768017

- Copy to:-**
1. Chaturbhuj Sa, Maulibera, Sareipali, Dist-Jharsuguda
 2. Sub-Divisional Officer (Elect.) Belpahar, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
 3. Executive Engineer (Elect.), BNED, TPWODL, Brajaraj Nagar
 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:Bhoingar, 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”.)