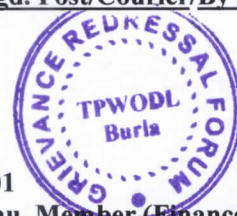


**Grievance Redressal Forum
TPWODL, BURLA**

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)/

1867 (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/463/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Dharmabati Tiwari Luhurapada, Belpahar Dist-Jharsuguda	4172-1202-2873	7684029064	
3	Respondent/s	S.D.O (E),Belpahar	Division B.N.E.D, TPWODL, Brajarajnagar		
4	Date of Application	10.07.2024			
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	10.07.2024			
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- Dharmabati Tiwari

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

GRF Case No- BRL/463/2024

Dharmabati Tiwari
Luhurapada, Belpahar
Dist-Jharsuguda
Con No-4172-1202-2873

VRS

SDO(Electrical), Belpahar, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Dharmabati Tiwari has appeared on Dt. 10.07.2024 at the camp held at SDO Office, Belpahar and submitted a written complaint wherein she has stated about billing dispute & requested to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from Feb-2013 to May-2024, a PVR carried on 13.07.2024 but no written statement has file 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 2.5KW with date of initial power supply 29.01.2013 through meter SL No 8130059 with billing status-bill stopped as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. Meanwhile, the meter SI No TPWDL1004659 was installed on 28.11.2022 with IMR 0' & MF 1 but in meter protocol sheet the date of installation was 12.07.2022 but as seen from FG records which to be verified by SDO concern before revision. Avg bills were served to the complainant for the period from April 2018 to June 2018 & PL/Avg bills were served from Oct 2020 to Oct 2022. The actual bill have been served in March 2018 for KWh reading of 2951 & further in July 2018 for KWh reading of 3341 in reference to consumption recorded in meter SI No 8130059. Hence, revision is required 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 April-2018 to July-2018 by taking IMR as 2951 KWh & FMR as 3341 KWh with reference to consumption recorded in meter SL No 8130059 & for the periods from Oct-2020 to Oct-2022 by taking IMR as '0' KWh on 12.07.2022 after verification of protocol sheet by SDO concern and confirmation by Manager (F&C) of division & FMR as 550 KWh in Jan 2023 with reference to consumption recorded in meter SL No TPWDL1004659 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 April-2018 to July-2018 by taking IMR as 2951 KWh & FMR as 3341 KWh with reference to consumption recorded in meter SL No 8130059 & for the periods from Oct-2020 to Oct-2022 by taking IMR as '0' KWh on 12.07.2022 after verification of protocol sheet by SDO concern and confirmation by Manager (F&C) of division & FMR as 550 KWh in Jan 2023 with reference to consumption recorded in meter SL No TPWDL1004659 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.**

Accordingly, the case is disposed of.



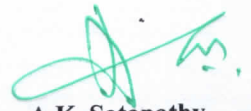
B. Mahapatra
(Co-Opted Member)

Co-opted Member
Grievance Redressal Forum
TPWODL, Burla - 768017



(A.P. Sahu)
Member (Finance)

Member
Grievance Redressal Forum
TPWODL, Burla - 768017



A.K. Satapathy
(President)

President
Grievance Redressal Forum
TPWODL, Burla - 768017

- Copy to:
1. Dharmabati Tiwari, Luhurapada, Belpahar, 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, 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".)