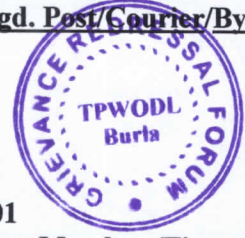


**Grievance Redressal Forum
TPWODL, BURLA**

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/SEED/ (Final Order)/ 1921 (4)

Date: 31/08/24

Present:

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

| | | | | | |
|----|--|---|---|--|---|
| 1 | Case No. | BRL/501/2024 | | | |
| 2 | Complainant/s | Name & Address | Consumer No | Contact No. | |
| | | Bijaya Dhal Naktideol Dist-Sambalpur | 4164-3301-0644 | 9124298260 | |
| 3 | Respondent/s | S.D.O (E),Rairakhol | Division S.E.E.D, TPWODL, Sambalpur | | |
| 4 | Date of Application | 09.08.2024 | | | |
| 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 | 09.08.2024 | | | |
| 9 | Date of Order | 31/08/24 | | | |
| 10 | Order in favour of | Complainant | Respondent | Others | √ |
| 11 | Details of Compensation awarded, if any. | NIL | | | |


President
Grievance Redr. sal Forum
TPWODL, Burla - 768017



Place of Camp: ESO Office, Naktideol, TPWODL

Appeared

For the Complainant- Bijaya Dhal

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

GRF Case No- BRL/501/2024

Bijaya Dhal
Naktideol
Dist-Sambalpur
Con No-4164-3301-0644

VRS

SDO(Electrical), Rairakhol, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Bijaya Dhal has appeared in the hearing on Dt. 09.08.2024 at the camp held at ESO Office, Naktideol and submitted a written complaint wherein he has stated that “after installation of new meter his electricity bill rate is high and he is getting high bills” & has request to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted PVR carried out on Dt.09.08.2024 and consumer information sheet/WS 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 of 0.5KW with date of initial power supply on Dt.27.06.2018 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 LW195400 which was installed on 03.10.2019 with IMR ‘0’ & MF 1 whereas the meter bearing SL No TWB633540 was installed on 13.02.2024 with IMR ‘0’ & MF 1. The KWh reading of meter SL No LW195400 was 9444 in Oct 2022 and the KWh reading was in that meter as 11775 in Aug 2023. Actual bills were served from Sept 2023 to Dec 2023 (12.02.2024) for KWh reading of 11783. In Oct 2022 the billing was served for Rs.58206.91 due to which arrear came to Rs.60832.91. It is also seen that bills were served for the period from date of power supply to 02.10.2019 on PL/Avg basis. However, the opposite party has already revised the bill for delayed meter updating and withdrawn an amount of Rs.15252.49 as well as revised the bill and also withdrawn Rs.38205.47 and further, revised the bill and debited Rs.24017.73. Sri Deepak Ku Sahu, officer RCM, TPWODL has sent to verification of load and he has submitted the PVR along with photocopy of meter where the MD has been shown as 1.75KW on 09.07.2024 and monthly consumption seems to be satisfactory and normal. Hence, this Forum found that the case bears no merit. Accordingly, the case petition is hereby dismissed.

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)

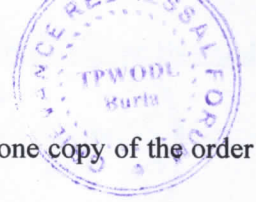
Member
Grievance Redressal Forum
TPWODL, Burla - 768017

A.K. Satapathy
(President)

President
Grievance Redressal Forum
TPWODL, Burla - 768017


Copy to: -

1. Bijaya Dhal, Naktideol, Dist-Sambalpur
2. Sub-Divisional Officer (Elect.) Rairakhol, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), SEED, TPWODL, Sambalpur
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