



**Grievance Redressal Forum
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017

Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

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

Ref: GRF/Burla/Div/BNED/ (Final Order)/ 1913 (4)

Date: 31/08/24

Present:

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

1	Case No.	BRL/514/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Manbodh Sha Dolgoon Dist-Jharsuguda-760211	4172-2503-0133	9777773286	
3	Respondent/s	S.D.O (E),Belpahar	Division B.N.E.D, TPWODL, Brajrajnagar		
4	Date of Application	22.08.2024			
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	22.08.2024			
9	Date of Order	31/08/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Appeared

For the Complainant- Manbodh Sha

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



GRF Case No- BRL/514/2024

Manbodh Sha
Dolgoon
Dist-Jharsuguda
Con No-4172-2503-0133

COMPLAINANT

VRS

SDO(Electrical), Belpahar, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Manbodh Sha has appeared in the hearing on Dt. 22.08.2024 at the camp held at ESO Office, Bandbahal and submitted a written complaint wherein he has stated about billing dispute- billing for defective meter period from Aug 2019 to Aug 2021 was rong according to him & has request to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from March 2002 to July 2024, a PVR carried out on Dt.27.08.2024 & photocopy of meter has submitted 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 2KW with date of initial power supply on Dt.27.03.1999 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mention in GIST with prayer to revise the bill. Meanwhile, the meter SI No WHL026136 was installed on Dt.15.10.2021 with old KWh reading of 3113 in July 2019 for meter SL No 8062746. Further, another meter bearing SL No TWSP51077651 was installed on April 2023 with IMR 1 with old KWh reading of 2234. The opposite party has done the bill revision for delay meter updating for the period from Dt.15.10.2021 to Dt.04.04.2022 & withdrawn an amount of Rs.2254.44 where it is found that O-code has been given for KWh reading of 252 on Dt.04.04.2022 and thereafter actual bills were served to the consumer by opposite party. As seen, the opposite party has already served PL/Avg bills for the periods from Aug 2019 to Feb 2022. 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 Aug 2019 to Dt.14.10.2021 with reference to consumption recorded in meter SI No WHL026136 by taking IMR as '0' on Dt.15.10.2021 & FMR as 294 on Dt.17.04.2022 with the daily/monthly actual consumption thereof w.r.t regulation 155 considering the adjustment of previous bill revisions ,if any, as per law.


ORDER

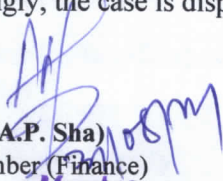
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.


1. The Opposite Party is directed to revise the bill for the periods from Aug 2019 to Dt.14.10.2021 with reference to consumption recorded in meter SI No WHL026136 by taking IMR as '0' on Dt.15.10.2021 & FMR as 294 on Dt.17.04.2022 with the daily/monthly actual consumption thereof w.r.t regulation 155 considering the adjustment of previous bill revisions ,if any, as per law.

2. The Opposite party is directed not to consider the bill revision for the period revised earlier and adjust the revision as per law/for the period of penalty/in both cases, if any, as applicable as it has 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 benefits of OTS scheme and rebate thereof, if any, as applicable as it has 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 into 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, serve 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 at, 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. Sha)
 Member (Finance)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017


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

Copy to:-

1. Manbodh Sha, Dolgoon, 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”.)