

**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.Sahu, Member (Finance)



Ref: GRF/Burla/Div/BNED/ (Final Order)/ 1912(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/515/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Dambaru Oram At-Keruabahal Po-Adhapada Dist-Jharsuguda		4172-2504-0927	8260364605
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- Dambaru Oram

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

GRF Case No- BRL/515/2024

Dambaru Oram

At-Keruabahal

Po-Adhapada

Dist-Jharsuguda

Con No-4172-2504-0927

VRS

SDO(Electrical), Belpahar, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Dambaru Oram has appeared in the 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- provisional billing for the period from March-2021 to May 2024 & has request to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from Oct 2014 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.17.10.2014 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mention in GIST with prayer to revise the bill. Actual bills were served up to Feb 2021 with KWh reading of 3396 in reference to consumption recorded in meter SL No 1382748. PL bills were served from March 2021 to April 2023 & power supply was LD from May 2023 to March 2024. The reconnection has been done in April 2024 with billing units of 81 & KWh 3477 and in May 2024 the KWh reading was 3588 with billing unit of 111. 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 March 2021 to April 2024 excluding LD period from May 2023 to March 2024 with reference to consumption recorded in meter SI No 1382748 taking IMR 3396 in March 2021 & FMR as 3477 in April 2024 with the daily/monthly actual consumption thereof 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 March 2021 to April 2024 excluding LD period from May 2023 to March 2024 with reference to consumption recorded in meter SI No 1382748 taking IMR 3396 in March 2021 & FMR as 3477 in April 2024 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions, if any, as per law.


President

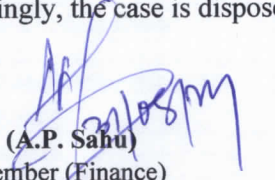
Grievance Redressal Forum
TPWODL, Burla - 768012

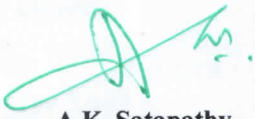
2. The Opposite party is directed not to consider the bill revision for the period revised earlier and adjust the revision as per law/for the period of penalty/in both cases, if any, as applicable as it has not submitted any information for the same.
3. The Opposite party is directed not to consider 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. Sahu)
 Member (Finance)
 Member
 Grievance Redressal Forum
 TPWODL, Burla - 768017


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

Copy to:-

1. Dambaru Oram, At-Keruabahal, Po-Adhapada, 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.orerc.org under the “head “Cases-> “GRF”.)