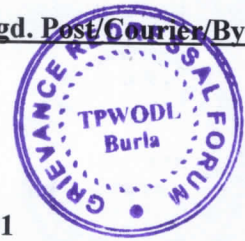


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 20654)

Date: 30/09/24

Present: Sri B.Mahapatra (Co-opted Member)
Sri A.P.Sahu Member(Finance)

1	Case No.	BRL/717/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Makardwaj Naik At-Kusmel ,Po-Kanaktora Dist-Jharsuguda-768226	4172-2303-2862	7608963100	
3	Respondent/s	S.D.O (E),Belpahar	Division B.N.E.D, TPWODL, Brajrajnagar		
4	Date of Application	26.09.2024			
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	26.09.2024			
9	Date of Order	30/09/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Appeared

For the Complainant- Makardwaj Naik

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



GRF Case No- BRL/717/2024

Makardwaj Naik
At-Kusmel ,Po-Kanaktora
Dist-Jharsuguda
Con No-4172-2303-2862

VRS

SDO(Electrical), Belpahar, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Makardwaj Naik has appeared in the hearing on Dt. 26.09.2024 at the camp held at ESO Office, Panchgaon and submitted a written complaint wherein he has stated about billing dispute- old bill revision for the period of 2021 to 2023 & requested to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted PVR carried out on Dt. 11.09.2024 but no other relevant document has been 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.23.07.2008 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. Meanwhile, the meter with SI No TWNX513823 installed on 24.12.2023 with IMR & MF 1 each. As seen from the records the meter SL No 1943153 was in billing since date of power supply with actual billing up to Oct 2011 & PL/Avg bills were served to the complainant from Nov 2011 to Nov 2023 & it is also seen that the complainant has paid the electric bill time to time in between the date of power supply to Nov 2023 hence the claim for providing power supply since 2022 in BPL category is not acceptable by this Forum. However, the claim of bill revision for the period from 2021 to 2023 is acceptable by this Forum as served the PL/Avg bills during the above periods & to decide for bill revision for Dec 2021 to Nov 2023.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from Dec 2021 to Nov 2023 with reference to consumption recorded in meter SI No TWNX513823 taking IMR as 21 in Jan 2024 & FMR as 151 in June 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 Dec 2021 to Nov 2023 with reference to consumption recorded in meter SI No TWNX513823 taking IMR as 21 in Jan 2024 & FMR as 151 in June 2024 with the daily/monthly actual consumption thereof, 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. Sahu)

Member (Finance)
Member

Grievance Redressal Forum
TPWODL, Burla - 768017

- Copy to:-
1. Makardwaj Naik, At-Kusmel, Po-Kanaktora, 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”.)