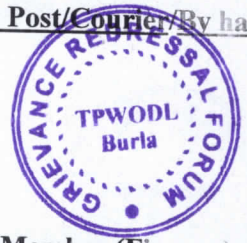


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 2075 (4)

Date: 30/09/24

Present:

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

1	Case No.	BRL/719/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Balak Khamari At-Kusmal, Po-Kanaktuna, Dist-Jharsuguda-768226.		4172-2303-0174	8658321714
3	Respondent/s	S.D.O (E),Belpahar,TPWODL			Division B.N.E.D, TPWODL, Brajarajnagar
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- Balak Khamari

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

GRF Case No- BRL/719/2024

(1) Balak Khamari
At-Kusmal,
Po-Kanaktuna
Dist-Jharsuguda-768226.
Consumer No.- 4172-2303-0174

COMPLAINANT



VRS

(1) SDO(Elect.) Belpahar, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Balak Khamari bearing Consumer No 4172-2303-0174 under BNED, TPWODL, Brajrajnagar stated about billing dispute-wrong billing during May'2024 & Jun'2024 raised the bill for Rs 98,315/- and Rs 36,884/-

Hence, the Complainant prayed before the Forum to consider the case for revision/rectification.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has not submitted any relevant documents in this case.

OBSERVATION

The case is pursued with all documents available in records (FG data base and Samadhan App) and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-domestic consumer having CD 2kw with initial date of p/s 01.01.1990 as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in gist of the case. As seen, suppressed reading has been billed by opposite party and debited for Rs 34,891.10/- as well as credited for Rs 62,200.49/- in bucket wise for the period from Feb'2016 to May'2024 (27.06.2024). On behalf of the opposite party Mgr(Fin), Commerce has explained about the bill revision and rectification has done for May-Jun'2024. The complainant was present during hearing and convinced on the billing and also committed to clear the dues of TPWODL. This case bears no merit for further revision. However, the complainant during hearing prayed for clear the dues through instalments to be decided by opposite party following departmental formalities

Hence, the instant case petition is hereby dismissed with the direction to allow instalment by opposite party to the complainant on written approach observing departmental formalities.

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) Balak Khamari, At-Kusmal, Po-Kanaktuna, Dist-Jharsuguda-768226.

(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, Brajrajnagar.

(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".