



**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)/ 2073 (4)

Date: 30/09/24

Present:

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

1	Case No.	BRL/723/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Ranjan Bhoi At-Jhargaon, Po-Kudabega, Dist-Jharsuguda-768226.		4170-0103-3369	826035667
3	Respondent/s	EE(Elect.) Brajarajnagar ,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			

Place of Camp: ESO Office, Panchagaon, TPWODL.

Appeared

For the Complainant- Ranjan Bhoi

For the Respondent - EE(Elect.) Brajrajnagar, TPWODL.



GRF Case No- BRL/723/2024

(1) Ranjan Bhoi
At-Jhargaon,
Po-Kudabega,
Dist-Jharsuguda-768226.
Consumer No.- 4170-0103-3369

COMPLAINANT

VRS

(1) EE(Elect.) Brajrajnagar, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Ranjan Bhoi bearing Consumer No **4170-0103-3369** under BNED, TPWODL, Brajrajnagar stated about billing dispute-served the bill for Rs 16,418/- and earlier the bill came under Belpahar Section and was in stopped position and at present coming under Panchagaon Section and doubt on the excess billing.

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-IPA consumer having CD 3HP with initial date of p/s 20.06.2018 as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in gist of the case. As seen, the meter sl. no WLT101488 (single phase meter) was installed in the premises of the complainant since date of its p/s where found the kwh reading was 5303 in May'2024. The opposite party has served the bill for 54months after serving PL/Avg. bills but pushed the readings in May'2024 and adjust the PL bills. The opposite party is to verify the billing in accordance to meter reading and confirmed the same.

Hence, the Forum is in the opinion that the Opposite party is supposed to recalculate the bill considering consumption unit as $15909(5303*3)$ which was consumed during 20.06.2018 to 27.06.2024 along with fixed cost and meter rent as applicable for the periods but not to levy DPS as well as allow rebate as not served the actual bill to the complainant as required law due to which the complainant has raised objection and also stated about non-payment on this ground. After, recalculation and rectification reset the billing and asked to complainant to pay it by serving the letter accordingly. If approached by the complainant, the opposite party may allow instalment observing departmental formalities to clear the bill.

ORDER



Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:

1. The Opposite Party is directed to recalculate the bill considering consumption units as 15909(5303*3) which was consumed during 20.06.2018 to 27.06.2024 along with fixed cost and meter rent as applicable for the periods but not to levy DPS as well as allow rebate.
2. The Opposite party is directed not to consider the bill revision for the period already revised earlier and adjust the revision as per law/for the period of penalty/in both cases if any as applicable as 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 OTS scheme and rebate thereon if any as applicable as 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 in to 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, served 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, 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) Ranjan Bhoi, At-Jhargaon, Po-Kudabega, 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".