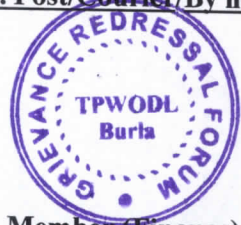


Grievance Redressal Forum
TPWODL, BURLA

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)/ 2066 (4)

Date: 30/09/24

Present:

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

1	Case No.	BRL/725/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Bidyadhar Bagarti At-Bithijharan, Po-Kadamdihi Dist-Jharsuguda-768226		4172-1301-0321	8144739955
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- Bidyadhar Bagarti

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

GRF Case No- BRL/725/2024

Bidyadhar Bagarti

At-Bithijharan, Po-Kadamdihi

Dist-Jharsuguda

Con No-4172-1301-0321

VRS

SDO(Electrical), Belpahar, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Bidyadhar Bagarti 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 that "In the year 2015-16 meter was not installed and the electric bills were high but after installation of meter in 2017 the bill was less and correct" hence, he has requested to revise/rectify the old billing period.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted PVR carried out on Dt. 08.09.2024 but no W/S & 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.01.01.1990 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. Avg bills were served to the complainant for the period from Jan 2001 to Nov-2015 as seen from the Samadhan App. Meanwhile, the meter with SI No WCV35405 was affected in billing in Dec-Jan-2016. The complainant has claimed the relief for the period 2015-2016. This Forum has been pleased to consider the claim of the complainant for 2 years with reference to Regulation 155 from the date/month of installation of the meter as the complainant could not able to elaborate about the billing dispute correctly before the Forum.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from Dec 2013 to Nov 2015 in reference to consumption recorded in meter SI No WCV35405 taking IMR as '0' in Dec-Jan-2016 & FMR as 419 in June-July-2016 with the daily/monthly actual consumption thereof, considering the adjustment of previous bill revisions if any as per law.

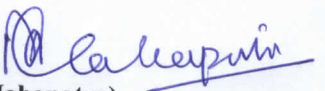
ORDER

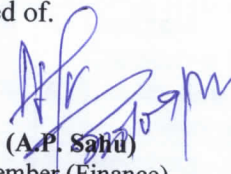
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

1. The Opposite Party is directed to revise the bill for the periods from Dec 2013 to Nov 2015 in reference to consumption recorded in meter SI No WCV35405 taking IMR as '0' in Dec-Jan-2016 & FMR as 419 in June-July-2016 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


(A.P. Sahu)
Member (Finance)
Member

Grievance Redressal Forum
TPWODL, Burla - 768017

Grievance Redressal Forum
TPWODL, Burla - 768017

- Copy to:
1. Bidyadhar Bagarti, At-Bithijharan, Po-Kadamdihi, 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 H, 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".)