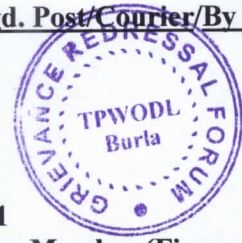


**Grievance Redressal Forum
TPWODL, BURLA**

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.Satpathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)



Ref: GRF/Burla/Div/BNED/ (Final Order)/1514 (4)

Date: 29/02/2024

Present:

Sri A.K. Satpathy, President
Sri B.Mahapatra (Co-opted Member)
Sri A.P.Sahu Member(Finance)

1	Case No.	BRL/151/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Bhima Pradhan C/O-Kumodini Padhan (Daughter) At-Gountiagara, Belpahar Dist-Jharsuguda	4172-2401-0168	8456966052	
3	Respondent/s	S.D.O (E),Belpahar, TPWODL		Division B.N.E.D, TPWODL, Brajrajnagar	
4	Date of Application	26.02.2024			
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	26.02.2024			
9	Date of Order	29/02/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ^{ESO} ~~SDO~~ Office Belpahar, TPWODL



Appeared

For the Complainant- Bhima Pradhan
Represented by Kumodini Padhan (Daughter)

For the Respondent - S.D.O (E),Belpahar, TPWODL

GRF Case No- BRL/151/2024

Bhima Pradhan
C/O- Kumodini Padhan (Daughter)
At-Gountiapara, Belpahar
Dist-Jharsuguda
Con No-4172-2401-0168

COMPLAINANT

VRS
S.D.O (E),Belpahar, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

Kumodini Padhan (daughter of the consumer) on behalf of consumer Bhima Pradhan who appeared on Dt. 26.02.2024 at camp held at ^{ESO} ~~SDO~~ Office Belpahar and submitted a written complaint wherein she has stated about billing dispute & request to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted bill abstract of the consumer from March-2001 to July-2023. No PVR or W/S 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 1KW with date of initial power supply 01.01.1990 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. The complainant has been served actual/PL bills with adjustment of PL billing since Aug-2016 to Jan-2023 and found LD from Feb-2023 to July-2023 and no billing has been seen since Aug-2023. Further, LD has been seen for the period from March-2009 to July-2016 where found only in March 2009 FC was levied but no fixed charge was included in billing from April-2009 to July-2016. Meanwhile, the meter SI No 173855 was effected in billing in April-May-2002 where it is seen that the KWh reading of 13669 in Sept-2018 with IMR '1' with billing unit 13140 & also found that PL/Avg bills were served from Oct-Nov-2002 to Aug-2008. 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 April-May-2002 to Sept-2008 by spread over the reading of 13669 units with IMR '1' in reference to consumption recorded meter SI No 173855 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any and for the period from Feb-March-2001 to Feb-2002 as per daily/monthly actual consumption so derived in earlier revision as mentioned here but after conducting physical verification & reporting thereon and if found any deviation to be taken care in accordance to law/regulation.

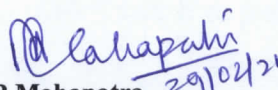
ORDER

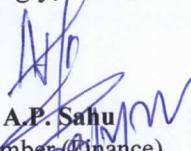



After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

1. The Opposite Party is directed to revise the bill for the periods from April-May-2002 to Sept-2008 by spread over the reading of 13669 units with IMR '1' in reference to consumption recorded meter SI No 173855 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any and for the period from Feb-March-2001 to Feb-2002 as per daily/monthly actual consumption so derived in earlier revision as mentioned here but after conducting physical verification & reporting thereon and if found any deviation to be taken care in accordance to law/regulation.
2. The Opposite party is directed not to consider the bill revision for the period already revised earlier/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 29/02/24
(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. Bhima Pradhan, C/O- Kumodini Padhan (Daughter), At-Gountiagara, Belpahar, Dist-Jharsuguda
 2. Sub-Divisional Officer (Elect.), Belpahar, TPWODL, Brajarajnagar 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".)