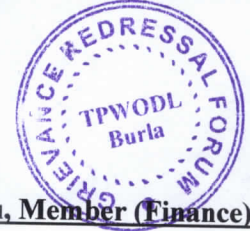


Grievance Redressal Forum
TPWODL, BURLAQuarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Bargarh, Pin- 768017Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

Bench: A.K.Satapathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)



Ref: GRF/Burla/Div/BNED/ (Final Order)/ 1516 (4)

Date: 29/02/2024

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

| | | | | | |
|----|----------------------------------------------|-----------------------------------------------------------------------------|---|------------------------------------------------------|----------------------------------------------|
| 1 | Case No. | BRL/153/2024 | | | |
| 2 | Complainant/s | Name & Address | | Consumer No | Contact No. |
| | | Abina Ku Sahu Singhapur Dist-Jharsuguda | | 4172-1208-1462 | 7853815462 |
| 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- Abina Ku Sahu

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

GRF Case No- BRL/153/2024

Abina Ku Sahu
Singhapur
Dist-Jharsuguda
Con No-4172-1208-1462

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

Abina Ku Sahu appeared on Dt. 26.02.2024 at camp held at ^{ESO} SDO Office Belpahar and submitted a written complaint wherein he has stated about billing dispute & request to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

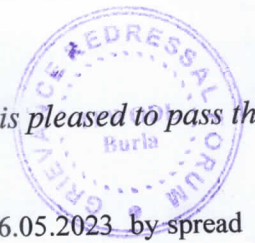
The opposite party has submitted bill abstract of the consumer from Dec-2020 to Jan-2024. No PVR or W/S has been submitted in this case.

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 0.5KW with date of initial power supply 11.12.2018 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. Meanwhile, the meter SI No 5343301 & LW655957 was installed on 10.12.2018 & 06.05.2023 with IMR '0' & MF 1 each with old meter reading of 1586KWh in billing month June 2021 & the complainant has been served PL/Ave bill from July 2021 to March -2023 where found the new meter was changed & reflected in billing in April 2023. Although the meter SL No LW655957 was replaced in place of old meter on 20.09.2021 as per the records maintained by ESO & SDO office but reflected in billing in April-2023 with the date as 06.05.2023 which was treated as wrong. In this regard, the SDO, Belpahar has been taken into confidence & asked to submit the meter installation protocol but not yet submitted. 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 20.09.2021 to 06.05.2023 by spread over the reading of 2244 units as seen from the billing data with IMR '0' in reference to consumption recorded meter SI No LW655957 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any but after conducting physical verification & reporting thereon and if found any deviation to be taken care in accordance to law/regulation and going through the meter protocol report also.

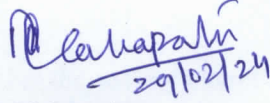
ORDER

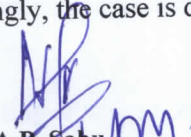



After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

1. The Opposite Party is directed to revise the bill for the periods from 20.09.2021 to 06.05.2023 by spread over the reading of 2244 units as seen from the billing data with IMR '0' in reference to consumption recorded meter SI No LW655957 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any but after conducting physical verification & reporting thereon and if found any deviation to be taken care in accordance to law/regulation and going through the meter protocol report also.
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
(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. Abina Ku Sahu, Singhapur, 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”.)