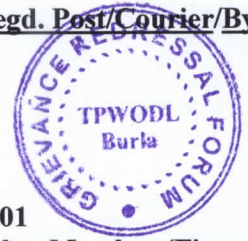


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 1518 (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/155/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Premji Behera Sagarpali Dist-Jharsuguda	4172-2207-0600	8280439188	
3	Respondent/s	S.D.O (E),Belpahar, TPWODL		Division B.N.E.D, TPWODL, Brajarajnagar	
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- Premji Behera

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

GRF Case No- BRL/155/2024

Premji Behera
Sagarpali
Dist-Jharsuguda
Con No-4172-2207-0600

COMPLAINANT

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

OPPOSITE PARTY

GIST OF THE CASE

Premji Behera 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 Nov-2012 to Jan-2024. No PVR or W/S has been submitted in this case.

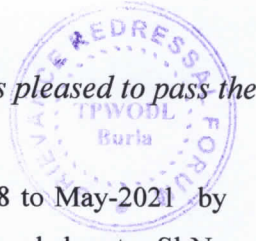
OBSERVATION

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 0.15KW with date of initial power supply 20.09.2012 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 up to March-April-2015 and PL/Avg bills for the period from May-June-2015 to Nov-Dec-2018. Meanwhile, the meter SI No LW053726 & TWSP51043838 was installed on 05.10.2018 & 08.09.2023 with IMR '0' & MF '1' each having old meter reading 3240KWh with billing unit 1054 in May-2021 (06.10.2021). In Jan-Feb-2019 the KWh reading was 377 with billing unit 377 with IMR '0'. It came to the notice of the Forum that PL/Avg bills were served from June-2021 to July-2023. 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 Nov-Dec-2018 to May-2021 by spread over the reading of 3240 units with IMR '0' in reference to consumption recorded meter SI No LW053726 and for the period from Aug-2021 to July-2023 taking IMR as 50 in Oct-2023 & the recorded consumption in March-2024 with reference to consumption recorded in meter SL No TWSP51043838 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.

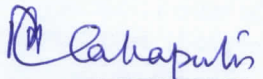
ORDER

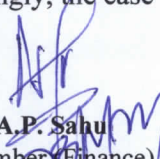
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.




1. The Opposite Party is directed to revise the bill for the periods from Nov-Dec-2018 to May-2021 by spread over the reading of 3240 units with IMR '0' in reference to consumption recorded meter SI No LW053726 and for the period from Aug-2021 to July-2023 taking IMR as 50 in Oct-2023 & the recorded consumption in March-2024 with reference to consumption recorded in meter SL No TWSP51043838 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.
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 Two month from the date of issue of this order as the case may be.**

Accordingly, the case is disposed of.


B. Mahapatra 29/10/24
(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. Premji Behera, Sagarpali, Dist-Jharsuguda
2. Sub-Divisional Officer (Elect.), Belpahar, TPWODL, Brajarajnar with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), BNED, TPWODL, Brajarajnar
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:Bhoingar, 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".)