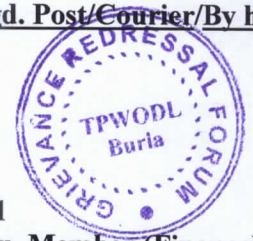


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 1520(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/157/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Dayanidhi Khamari Belpahar Ice Factory Dist-Jharsuguda	4172-1202-4773	9437209883	
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: ~~SDO~~^{ESO} Office Belpahar, TPWODL



Appeared

For the Complainant- Dayanidhi Khamari

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

GRF Case No- BRL/157/2024

Dayanidhi Khamari
Belpahar Ice Factory
Dist-Jharsuguda
Con No-4172-1202-4773

VRS

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

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

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

SUBMISSION OF OPPOSITE PARTY

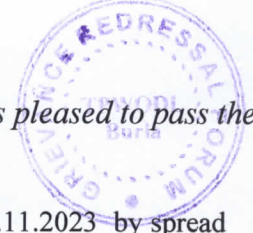
The opposite party has submitted bill abstract of the consumer from Nov-2019 to Sept-2023. No PVR or W/S has been submitted in this case.

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 0.50KW with date of initial power supply 13.11.2018 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 WM522955 was installed on 12.11.2018 with IMR '0' & MF 1 by replacing the old meter bearing SI No 8062718 & the meter SL No LW211432 was installed on 16.09.2022 with IMR '0' & MF 1. The above complainant has been served the bill with KWh reading of 5817 in Oct-2022 (22.11.2023) & also found LD from Aug-2023 and continued till date required to levy FC for the LD periods. During hearing it was decided in presence of both parties that on payment of Rs.15000.00 along with RC fees the power supply to be reconnect by opposite party and if required meter to be tested w.r.t regulation 108 for confirmation of the efficiency & record of meter reading thereon. 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 16.09.2022 to 22.11.2023 by spread over the reading of 5817 units with IMR '0' in reference to consumption recorded meter SI No LW211432 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 if required meter to be tested w.r.t regulation 108 for confirmation of the efficiency & record of meter reading thereon. Hence, revision is required to settle the billing dispute.

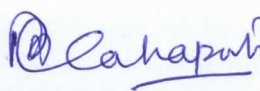
ORDER

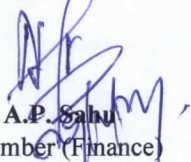



After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

1. The Opposite Party is directed to revise the bill for the periods from 16.09.2022 to 22.11.2023 by spread over the reading of 5817 units with IMR '0' in reference to consumption recorded meter SI No LW211432 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 if required meter to be tested w.r.t regulation 108 for confirmation of the efficiency & record of meter reading thereon. Hence, revision is required to settle the billing dispute.
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. Dayanidhi Khamari, Belpahar Ice Factory, 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.orerc.org under the "head "Cases-> "GRF".)