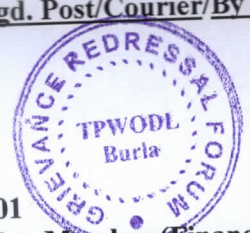


**Grievance Redressal Forum
TPWODL, BURLA**

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



Ref: GRF/Burla/Div/BNED/ (Final Order)/ 1534 (4)

Date: 29/02/2024

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

| | | | | |
|----|--|--|----------------|---|
| | Case No. | BRL/166/2024 | | |
| 2 | Complainant/s | Name & Address | Consumer No | Contact No. |
| | | Sri Bijay Meher At/Po- Kanaktora Dist- Jharsuguda-768446. | 4172-2303-0415 | 9668066011 |
| 3 | Respondent/s | S.D.O(Electrical), 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 |
| | | 5. Disconnection Reconnection of Supply | X | 6. Installation of Equipment & apparatus of Consumer |
| | | 7. Interruptions | X | 8. Metering |
| | | 9. New Connection | X | 10. Quality of Supply & GSOP |
| | | 11. Security Deposit / Interest | X | 12. Shifting of Service Connection & equipments |
| | | 13. Transfer of Consumer Ownership | X | 14. Voltage Fluctuations |
| | | 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 Office, Bandhabahal, TPWODL, Brajrajnagar.



Appeared

For the Complainant- Sri Bijoy Meher

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

GRF Case No- BRL/166/2024

(1) Sri Bijoy Meher

At/Po- Kanaktora,

Dist- Jharsuguda-768446.

Consumer No.- 4172-2303-0415

COMPLAINANT

VRS

(1) S.D.O(Elect.), Belpahar, TPWODL, Brajrajnagar.

OPPOSITE PARTY

GIST OF THE CASE

The Complainant filed the petition in the name of Sri Bijoy Meher bearing Consumer No **4172-2303-0415** under BNED, TPWODL, Brajrajnagar stated about billing dispute.

Hence, the Complainant prayed before the Forum to consider the case for revision/rectification.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted ledger copy for the period from Jan'2007 to Jan'2024 in this case.

OBSERVATION

The case is pursued with all documents available in record and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-GP consumer having CD 1.5kw as seen from the FG data base/Samadhan App. The complainant has been raised objection on billing dispute and pray for its revision. The complainant has stated that there was no use of p/s since years but electric bills were generated accordingly. In this regard, the opposite party has not submitted anything except ledger copy and bill where mentioned that not to be distributed to consumer with outstanding amount of Rs 1,28,623/- for the month of Jan'2024. In the absence of documentary evidence from opposite party and reliable clarification from complainant about date/month/year of non-use of p/s it is difficult to ascertain on the consumption/non-consumption of electricity by the complainant. To resolved the billing dispute, the opposite party will take adequate steps to make enquiry by forming an enquiry committee headed by EE consisting of concerned SDO,ESO,AOT,AOC & L/M who will investigate the matter and as per outcome of the enquiry necessary action to be taken by opposite party for bill revision with reference to law to settle the billing dispute and due to which the grievance of the complainant can be resolved.

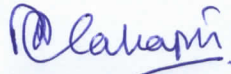
ORDER

Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:

- 1. The Opposite Party is directed to take adequate steps to make enquiry by forming an enquiry committee headed by EE consisting of concerned SDO,ESO,AOT,AOC & L/M who will investigate the matter and as per outcome of the enquiry necessary action to be taken accordingly for bill revision with reference to law 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. 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.
3. 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.
4. 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.
5. 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.
6. **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. Satpathy)

President
President
Grievance Redressal Forum
TPWODL, Burla - 768017

- Copy to:** - (1) Sri Bijoy Meher, At/Po- Kanaktora, Belpahar, Dist- Jharsuguda.
(2) Sub-Divisional Officer (Elect.), Belpahar, TPWODL, Brajrajnagar with the direction to serve one copy of the order to the Complainant/Consumer.
(3) Executive Engineer (Elect.), BNED, TPWODL, Brajrajnagar.
(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:Bhoynagar, 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".