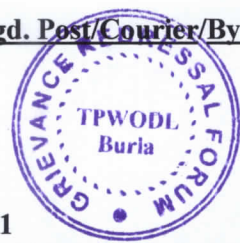


**Grievance Redressal Forum
TPWODL, BURLA**

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/JED/ (Final Order)/ 13964

Date: 30/01/2024

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

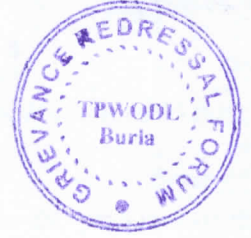
1	Case No.	BRL/21/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Shradhakara Sha C/O-Sri Jagabandhu Sha Ghusripada, Hirma Dist-Jharsuguda	4135-2602-0791	9861551173	
3	Respondent/s	S.D.O (E)-II, Jharsuguda	Division J.E.D, TPWODL, Jharsuguda		
4	Date of Application	12.01.2024			
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	12.01.2024			
9	Date of Order	30/01/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office Sahapada, TPWODL

Appeared

For the Complainant- Sri Shradhakara Sha
Represented by Sri Jagabandhu Sha

For the Respondent - SDO-II(Electrical),Jharsuguda, TPWODL.



GRF Case No- BRL/21/2024

Sri Shradhakara Sha
C/O-Sri Jagabandhu Sha
Ghusripada, Hirma
Dist-Jharsuguda
Consumer No.- 4135-2602-0791

COMPLAINANT

VRS

(1) SDO-II(Electrical),Jharsuguda, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Jagabandhu Sha on behalf of Sri Shradhakara Sha appeared before this forum on dated 12.01.24 at its camp held in the office of ESO Office, Sahapada and submitted a written complaint wherein he has stated that “wrong bill issued to him. In a single month 4lakh bill come”. So, he has requested to revise the bill.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has not submitted any relevant documents in this case.

OBSERVATION

The case is persued 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 04.03.2016 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill & also expressed the displeasure. Power Supply was effected through meter SI No WUS14412 where it is seen that the PL bills were served since the date of power supply to Feb-Mar-2023 & actual bill served in Apr-May-2023 with KWh reading of 84204 with billing unit for the same with IMR '0'. On serving actual bill, the PL bills so raised earlier has already been withdrawn from billing & hence found the billing is OK. But during course of hearing the complainant has raise objection on efficiency of the meter & its reading & prayed for installation of testing meter to ascertain the material facts involved for meter reading. During hearing the complainant has directed to pay of Rs.100000.00 on or before 17.01.2024 & also Rs.50000.00 on or before 28.01.2024. As per direction of the Forum the complainant has paid of Rs.100000.00 on 17.01.2024 but failed to pay Rs.50000.00 on or before 28.01.2024. However, to settle the billing dispute testing of meter is required along with bill revision as per law as per finding of the meter testing report if applicable.

Hence it is the opinion of the Forum that the opposite party is liable to test the meter by installing a parallel meter in the premises of the complainant with reference to regulation 108(viii) of OERC (Condition of supply) Code,2019 & as per the direction thereon and accordingly bill revision to be taken care as per outcome of the testing report as per applicability with reference to law. However, the complainant is also liable to pay Rs.50000.00 as not paid as per direction in the stipulated time given earlier but on or before 07.02.2024 positively failing which the power supply to be disconnected by opposite party without further notice.

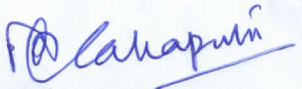
ORDER

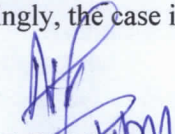



After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

1. The Opposite Party is directed to test the meter by installing a parallel meter in the premises of the complainant with reference to regulation 108(viii) of OERC (Condition of supply) Code,2019 & as per the direction thereon and accordingly bill revision to be taken care as per outcome of the testing report as per applicability with reference to law.
2. The complainant is also directed to pay Rs.50000.00 as not paid as per direction in the stipulated time given earlier but on or before 07.02.2024 positively failing which the power supply to be disconnected by opposite party without further notice.
3. 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.
4. 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.
5. 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.
6. 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.
7. 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.
8. **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
(Consumer Member)
Grievance Redressal Forum
TPWODL, Burla - 768017


(A.P. Sahu)
Member (Finance)
Grievance Redressal Forum
TPWODL, Burla - 768017


A.K. Satapathy
(President)
Grievance Redressal Forum
TPWODL, Burla - 768017

1. Sri Shradhakara Sha, C/O-Sri Jagabandhu Sha, Ghusrpada, Hirma, Dist-Jharsuguda
2. Sub-Divisional Officer (Elect.)-II, Jharsuguda, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), JED, TPWODL, Jharsuguda
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”.)