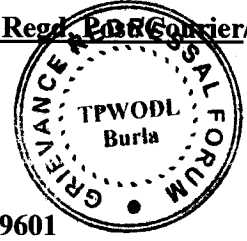


**Grievance Redressal Forum
TPWODL, BURLA**

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/SEED/ (Final Order)/ 1685 (4)

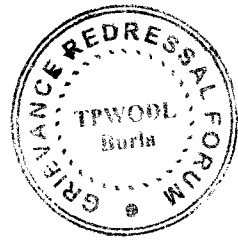
Date: 27/04/24

Present:

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

1	Case No.	BRL/297/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Dhuni Majhee C/O- Narayana Majhee Near Convent School, Sakhipada Dist-Sambalpur		4161-3305-0127	9178203548
3	Respondent/s	S.D.O (E), Bhutapada		Division S.E.E.D, TPWODL, Sambalpur	
4	Date of Application	06.03.2024			
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	06.03.2024			
9	Date of Order	27/04/24			
10	Order in favour of	Complainant	Respondent	Others	√
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Sakhipada



Appeared

For the Complainant- Dhuni Majhee
Represented by Narayana Majhee

For the Respondent - SDO(Electrical), Bhutapada, TPWODL.

GRF Case No- BRL/297/2024

Dhuni Majhee
C/O- Narayana Majhee
Near Convent School, Sakhipada
Dist-Sambalpur
Consumer No.- 4161-3305-0127

COMPLAINANT

VRS

(1) SDO(Electrical), Bhutapada, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Narayana Majhee on behalf of consumer Dhuni Majhee appeared as a complainant before this forum's camp at the office of ESO Sakhi Pada on Dt. 6th of March 2024 and submitted a written complaint wherein he has prayed to revise the electricity bill. The consumer is a domestic consumer bearing consumer No 4161-3305-0127 and CD of 1.84KW

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted consumer history from May 2018 to March 2024 from FG & also submitted meter change details carried on 21.11.2023.

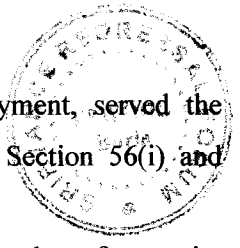
OBSERVATION

On verification of above documents, it is found that the meter is defective from May-2021 to Nov-2023. A new meter bearing SI No TWSP51078553 has been installed on 21.11.2023. The bill is to be revised @ six-month average of new meter installed 21.11.2023.

ORDER

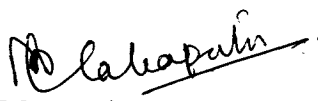
After careful examination of the statement and documents submitted by both the parties this forum is pleased to order that-

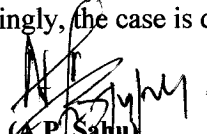
1. The Opposite party is directed to revise the energy bill from Dec-2021 to Nov-2023 @monthly average of six-month consecutive consumption of the meter SI No TWSP51078553 in reference to Regulation 155 of OERC Distribution (Conditions of Supply) Code,2019.
2. The Opposite party is directed not to consider 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 three 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


(A.P. Sahu)
 Member (Finance)
Member


A.K. Satapathy
 (President)
President

Grievance Redressal Forum
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1. Dhanu Majhee, C/O-Narayana Majhee, Near Convent School, Sakhipada, Dist-Sambalpur
2. Sub-Divisional Officer (Elect.) Bhutapada, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), SEED, TPWODL, Sambalpur
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.orienc.org under the "head "Cases-> "GRF".)