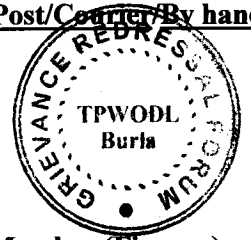


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 1713 (A)

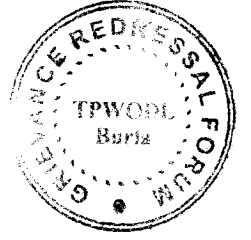
Date: 30/04/24

Present:

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

1	Case No.	BRL/353/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Bhaktaram Pradhan At-Baghamunda Ps-Lakhanpur Dist-Jharsuguda-768219		4170-0103-3114	9556130308
3	Respondent/s	E.E (Elect), BNED, Brajarajnagar & S.D.O (E),Belpahar		Division B.N.E.D, TPWODL, Brajarajnagar	
4	Date of Application	29.04.2024			
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	29.04.2024			
9	Date of Order	30/04/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Belpahar, TPWODL



Appeared

For the Complainant- Bhaktaram Pradhan

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

GRF Case No- BRL/352/2024

Bhaktaram Pradhan
At-Baghamunda
Ps-Lakhanpur
Dist-Jharsuguda
Con No-4170-0103-3114

VRS

E.E (Elect), BNED, Brajarajnagar
&
S.D.O (E),Belpahar

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Bhaktaram Pradhan has appeared on Dt. 29.04.2024 at the camp held at ESO Office, Belpahar and submitted a written complaint wherein he has stated about billing dispute and requested to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

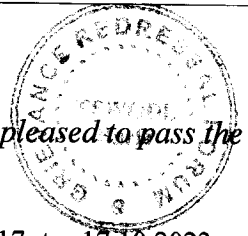
The opposite party has submitted billing abstract from Feb-2017 to March-2024, but no PVR or written statement has submitted in this case.

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-IPA consumer having CD 3HP with date of initial power supply 17.02.2017 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 TWSP51065672 was installed on 18.10.2023 IMR '0' & MF 1(installed the 3-phase meter). the meter reading with old meter bearing SL No WUS30445 was 2917 with MF 3 as because the meter was single phase one. Actual bill was served in March 2022 with KWh reading 2496 & on 17.10.2023 for KWh reading of 2917. The complainant has paid around of Rs. 20502.00 in-between 16.03.2022 to 01.01.2024. The opposite party has already been done the bill revision and for the period from March-2022 to Jan 2023 (05.04.2022 to 10.03.2023) and withdrawn an amount of Rs. 2782.46. the complainant is liable to pay the consumption unit of 8751 (2917x3) from 17.02.2017 to 17.10.2023 the recorded consumption in meter SL No WUS30445 with applicable tariff of IPA. Hence, recalculation of bill 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 17.02.2017 to 17.10.2023 considering the consumption units of 8751 (2917x3) with reference to consumption recorded in meter SL No WUS30445 and for the period from 18.10.2013 to 19.10.2023 with IMR '0' and MF 31 as per recorded consumption meter SL No TWSP51065672 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions of Rs. 2782.46 and other revision amount if any as per law.

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 17.02.2017 to 17.10.2023 considering the consumption units of 8751 (2917x3) with reference to consumption recorded in meter SL No WUS30445 and for the period from 18.10.2013 to 19.10.2023 with IMR '0' and MF 31 as per recorded consumption meter SL No TWSP51065672 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions of Rs. 2782.46 and other revision amount if any as per law.
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. Sami)
Member (Finance)
Member

Grievance Redressal Forum
TPWODL, Burla - 768017

A.K. Satapathy
(President)
President

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Bhaktaram Pradhan, At-Baghamunda, Ps-Lakhanpur, Dist-Jharsuguda
2. Sub-Divisional Officer (Elect.) Belpahar, TPWODL, 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".)