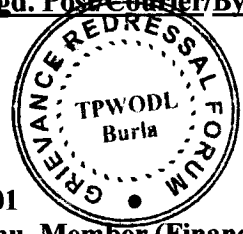


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 1707(4)

Date: 30/04/24

Present:

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

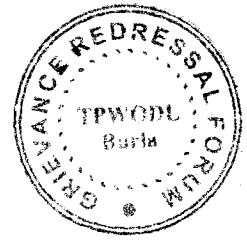
1	Case No.	BRL/354/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Dhiraj Sah At-Junadihi Belpahar Dist-Jharsuguda-768217	4172-1202-4775	9937776791	
3	Respondent/s	S.D.O (E),Belpahar	Division B.N.E.D, TPWODL, Brajrajnagar		
4	Date of Application	29.04.2024			
5	In the matter of-	1. 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- Dhiraj Sah

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



GRF Case No- BRL/354/2024

Dhiraj Sah

At-Junadihi

Belpahar

Dist-Jharsuguda

Con No-4172-1202-4775

VRS

SDO(Electrical), Belpahar, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Dhiraj Sah 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 Dec-2019 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-GP consumer having CD 3KW with date of initial power supply 04.12.2019 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 LW122454 was installed on 03.12.2019 & TWSP51043755 was installed on 27.11.2023 with IMR '0' & MF 1 in both cases with old KWh 2797 & TWSP1708555 was installed on 24.02.2024 with IMR '0' & MF 1 with old KWh 630.22. Actual bills were served up to April 2022 (20.05.2022) for KWh reading of 2797 in reference to consumption recorded in Meter SL No LW122454. PI/Avg bills were served to the complainant for the period from May-2022 (21.05.2022) to 26.11.2023(Oct-2023). Despite request by complainant bill revision has not been taken care by opposite party.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 21.05.2022 to 26.11.2023 considering recorded reading in six consecutive months in meter SL No TWSP51043755 with its with the daily/monthly actual consumption thereof & also withdraw the DPS levied if any as per law considering the adjustment of previous bill revisions as per law if any. Further, not to disconnect the power supply up to effect of the bill revision by opposite party in billing as well as accept the current bill.

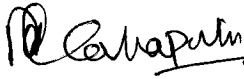
ORDER

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 21.05.2022 to 26.11.2023 considering recorded reading in six consecutive months in meter SL No TWSP51043755 with its with the daily/monthly actual consumption thereof & also withdraw the DPS levied if any as per law considering the adjustment of previous bill revisions as per law if any. Further, not to disconnect the power supply up to effect of the bill revision by opposite party in billing as well as accept the current bill.

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. Saha)
Member (Finance)
Member

Grievance Redressal Forum

TPWODL, Burla - 768017



A.K. Satapathy
(President)
President

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Dhiraj Sah, At-Junadihi, Belpahar 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".)