

## Grievance Redressal Forum

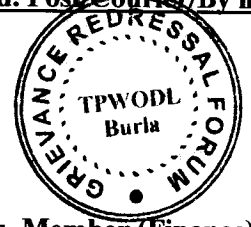
TPWODL, BURLA

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)/ 1719 (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/356/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		MD. Sulaman Gandhinagar Belpahar Dist-Jharsuguda-768217		4172-1206-0023	
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-** MD. Sulaman

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

**GRF Case No- BRL/356/2024**

MD. Sulaman  
Gandhinagar  
Belpahar  
Dist-Jharsuguda  
Con No-4172-1206-0023

**VRS**

SDO(Electrical), Belpahar, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

MD. Sulaman 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-2001 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-DOM consumer having CD 3KW with date of initial power supply 01.01.1990 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 LW273801 was installed on 27.06.2021 & meter SL No 300074243 was installed on 14.03.2023 with IMR '0' & MF 1 in each case with old KWh 5072 on 18.04.2022 up to billing month March 2022 also it is seen that actual KWh on 23.09.2023 was 5446. PI/Avg bills were served from April-2022 (19.04.2022) to 13.03.2023. The opposite party has debited an amount of Rs.7640.71 towards defective period assessment from April-2022 to Feb-2023. 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 19.04.2022 to 13.03.2023 by taking by IMR as '0' on 14.03.2023 & FMR as 5446 on 23.09.2023 with adjustment of defective period assessment already made during this period basing on the consumption and for the periods from 14.03.2023 to 18.03.2023 with IMR '0' & FMR 261 as per new meter consumption recorded in meter SL No 300074243. Further, a series meter may be installed with reference to Regulation 108(VIII) for confirmation of the accuracy of the meter so installed earlier for better convinced to the complainant.

**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 19.04.2022 to 13.03.2023 by taking by IMR as '0' on 14.03.2023 & FMR as 5446 on 23.09.2023 with adjustment of defective period assessment already made during this period basing on the consumption and for the periods from 14.03.2023 to 18.03.2023 with IMR '0' & FMR 261 as per new meter consumption recorded in meter SL No 300074243. Further, a series meter may be installed with reference to Regulation 108(VIII) for confirmation of the accuracy of the meter so installed earlier for better convinced to the complainant.

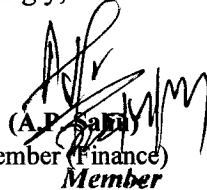
2. The Opposite party is directed not to consider the bill revision for the period already revised earlier/for the period of penalty/in both cases if any as applicable as not submitted any information for the same.
3. The Opposite party is directed not to consider the bill revision for the period already 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

- Copy to:
1. MD. Sulaman, Gandhinagar, 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.orienc.org](http://www.orienc.org) under the "head "Cases-> "GRF". )