

Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Bargarh, Pin- 768017Email: 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)/ 1702 (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/357/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Bhagban Majhi Charpali Dist-Jharsuguda		4172-2506-1328	7853869116
3	Respondent/s	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			



Appeared

For the Complainant- Bhagban Majhi

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

GRF Case No- BRL/357/2024

Bhagban Majhi

Charpali

Dist-Jharsuguda

Con No-4172-2506-1328

VRS

SDO(Electrical), Belpahar, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Bhagban Majhi has appeared on Dt. 29.04.2024 at the camp held at ESO Office, Bandbahal 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 March-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-DOM consumer having CD 1KW with date of initial power supply 29.03.2017 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 TWST1708613 was installed on 26.02.2024 IMR '0' & MF 1 with old KWh 3786 recorded in previous meter bearing SL No 108100 in billing since March 2017 with IMR '0' in billing month Dec-2023. The bills so served during the periods of continuance of old meter 108100 was improper due to laces in the part of meter readers which needs rectification. Hence, revision is required to settle the billing dispute.

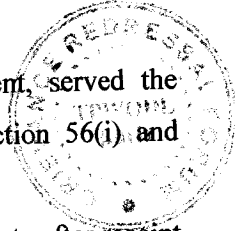
Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from March-2017 to Dec-2023 (11.01.2024) by spread over the reading of 3786 units with IMR '0' in reference to consumption recorded meter SI No 108100 & for the periods from 26.02.2024 to 27.02.2024 by taking IMR as '0' & FMR as 1 as well as for the period from 12.01.2024 to 25.02.2024 by taking IMR as '0' on 26.02.2024 & FMR as the recorded consumption on 25.08.2024/the next immediate billing date with reference to consumption recorded in meter SL No TWST1708613 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any.

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 March-2017 to Dec-2023 (11.01.2024) by spread over the reading of 3786 units with IMR '0' in reference to consumption recorded meter SI No 108100 & for the periods from 26.02.2024 to 27.02.2024 by taking IMR as '0' & FMR as 1 as well as for the period from 12.01.2024 to 25.02.2024 by taking IMR as '0' on 26.02.2024 & FMR as the recorded consumption on 25.08.2024/the next immediate billing date with reference to consumption recorded in meter SL No TWST1708613 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any.

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 five month from the date of issue of this order as the case may be.**

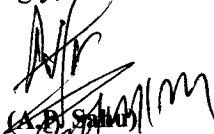


Accordingly, the case is disposed of.



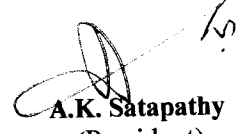
B. Mahapatra)
(Co-Opted Member)
Co-opted Member

Grievance Redressal Forum
TPWODL, Burla - 768017



(A.K. Satapathy)
Member (Finance)
Member

Grievance Redressal Forum
TPWODL, Burla - 768017



A.K. Satapathy
(President)
President

Grievance Redressal Forum
TPWODL, Burla - 76

- Copy to:
1. Bhagban Majhi, Charpali, 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.orierc.org under the "head "Cases-> "GRF".)