

**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)/ 1747 (4)

Date: 31/05/24

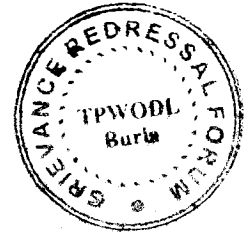
Present:

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

1	Case No.	BRL/364/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Rasika Bag Baduapali Dist-Jharsuguda		4172-2506-1455	6371484829
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	31/05/24			
10	Order in favour of	Complainant	Respondent	Others	
11	Details of Compensation awarded, if any.	NIL			

(Signature)

Place of Camp: ESO Office, Bandbahal, TPWODL



Appeared

For the Complainant- Rasika Bag

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

GRF Case No- BRL/364/2024

Rasika Bag
Baduapali
Dist-Jharsuguda
Con No-4172-2506-1455

COMPLAINANT

VRS
SDO(Electrical), Belpahar, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Rasika Bag has appeared on Dt. 29.04.2024 at the camp held at ESO Office, Bandbahal and submitted a written complaint wherein he has stated that "there is no meter installed in the premises since last five year (from the date of power supply) and bills were served without using electricity" hence, he has requested to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

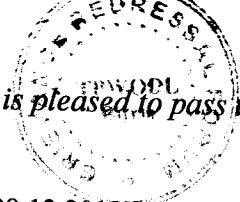
The opposite party has submitted billing abstract from Sept-2018 to March-2024, a PVR carried on 06.05.2024 also submitted but no written statement has file in this case.

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 07.09.2018 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 WM372490, WPM316423 & TWSP51042660 was installed on 06.09.2018, 30.12.2018 & 07.09.2023 respectively with IMR '0' & MF 1 in each case with old KWh 1307.As observed from Samadhan App, bills were generated from Sept-2018 to Feb 2019 on average basis @ 144 units/month where found there was no meter during the above periods. In the meantime, the opposite party has taken steps for bill revision for delayed meter updating & credited for Rs.1375.33 to the complainant for the period from Dec-2018 to Jan 2023 (30.12.2018 to 01.02.2023). Pending revision for the period from 07.09.2018 to 29.12.2018 as has already been revise the bill out of the period from Sept-2018 to Feb-2019 during revision from Dec-2018 to Jan 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 07.09.2018 to 29.12.2018 by taking IMR as 0 on 30.12.2018 & FMR as 1178 on 13.12.2023 with reference to consumption recorded in meter SL No WPM316423 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any as well as al the debit sundries from date of power supply to 13.02.2023 to be withdrawn due to non-serving actual & proper bill with reference to law & regulation involved thereon.

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 07.09.2018 to 29.12.2018 by taking IMR as 0 on 30.12.2018 & FMR as 1178 on 13.12.2023 with reference to consumption recorded in meter SL No WPM316423 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any as well as all the debit sundries from date of power supply to 13.02.2023 to be withdrawn.
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)

Grievance Redressal Forum
TPWODL, Burla - 768017

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

Grievance Redressal Forum
TPWODL, Burla - 768017

A.K. Satapathy
(President)
President

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Rasika Bag, Baduapali, 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 under the "head "Cases-> "GRF".)