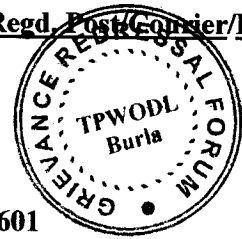


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 1712 (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/366/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sashendra Khamari Khadam, Bandbahal Dist-Jharsuguda	4172-2504-0226		
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, Bandbahal, TPWODL

Appeared

For the Complainant- Sashendra Khamari

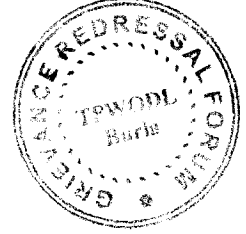
For the Respondent - SDO(Electrical),Belpahar, TPWODL.

GRF Case No- BRL/366/2024

Sashendra Khamari
Khadam, Bandbahal
Dist-Jharsuguda
Con No-4172-2504-0226

VRS

SDO(Electrical), Belpahar, TPWODL.



COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sashendra Khamari 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 & requested to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from Nov-2002 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 27.03.1999 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 TWST1708628 was installed on 27.02.2024 IMR '0' & MF 1 where found old meter No 315253 was in billing. During scrutiny of ledger, it is seen that LD is showing since Dec-2014 to Aug-2021 and no data in ledger from Sept-2021 to Dec-2023 to be treated as LD & not levied any fees cost during this period. Further, it is seen that the actual bill was served in May-2003 for KWh reading of 250.Pl/Avg bills were served to the complainant since June July-2003 to Nov-2014 @ 288, 144, 200 units etc for monthly/bi-monthly for load of 1KW applying LF more than 10% which is beyond of regulation. The power was reconnected in Jan 2024 by installing meter SI No TWST1708628 and received the payment for an amount of Rs.33000.00 on 30.03.2024. 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 27.03.1999 to May-2003 by spread over the reading of 250 units with IMR '1' in reference to consumption recorded meter SI No 315253 & for the periods from June-2003 to Nov-2014 to be billed taking load factor as 10% on 1KW per month as well as fixed cos to be levied for the LD periods from Dec-2014 to Dec-2023.

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 27.03.1999 to May-2003 by spread over the reading of 250 units with IMR '1' in reference to consumption recorded meter SI No 315253 & for the periods from June-2003 to Nov-2014 to be billed taking load factor as 10% on 1KW per month as well as fixed cos to be levied for the LD periods from Dec-2014 to Dec-2023.

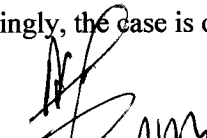
2. The Opposite party is directed not to consider the bill revision for the period already revised earlier/for the period of penalty/in both cases if any as applicable as not submitted any information for the same.
3. The Opposite party is directed not to consider the bill revision for the period already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