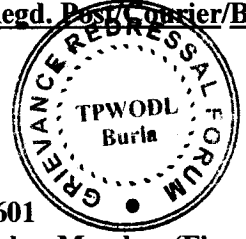


Grievance Redressal Forum

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)

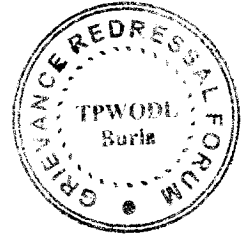


Ref: GRF/Burla/Div/BNED/ (Final Order)/ 1705 (4)

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/367/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Lalit Mohan Panda At/Po-Charpali Barpali (Rampella) Ps-Banharpali Dist-Jharsuguda-768211		4172-2506-0824	7873648186 9777924083
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- Lalit Mohan Panda

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

GRF Case No- BRL/367/2024

Lalit Mohan Panda
At/Po-Charpali Barpali (Rampella)
Ps-Banharpali
Dist-Jharsuguda
Con No-4172-2506-0824

VRS

SDO(Electrical), Belpahar, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Lalit Mohan Panda 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

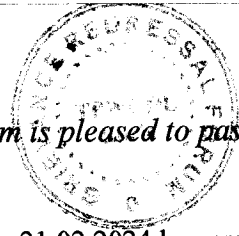
The opposite party has submitted billing abstract from March-2013 to March-2024, but no PVR or written statement has submitted in this case.

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 0.15KW with date of initial power supply 14.09.2012 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 6376781 was installed on 24.07.2020 IMR '11452' & MF 1 and meter SL No TWST1709150 was installed on 16.03.2024 with IMR '0' & MF 1 with old KWh 14850 on 21.02.2024 recorded in previous meter bearing SL No 6376781. The complainant has been served actual bill in Dec-2023 (17.01.2024) with KWh reading of 14773 with billing unit 1094 with reference to consumption recorded in old meter SI No 6376781 where found the earlier bills were not served in accordance to meter reading & the suppressed reading have been billed here for which the date/month of suppressed reading yet to be untraceable. 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 24.07.2020 to 21.02.2024 by spread over the reading of 14850 units with IMR '11452' in reference to consumption recorded meter SI No 6376781 & for the periods from 16.03.2024 to 19.03.2024 by taking IMR as '0' & FMR as 5 of new meter SL No TWST1709150 as well as for the period from 22.02.2024 to 15.03.2024 considering the daily/monthly actual consumption taking in to account consecutive six months reading 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 24.07.2020 to 21.02.2024 by spread over the reading of 14850 units with IMR '11452' in reference to consumption recorded meter SI No 6376781 & for the periods from 16.03.2024 to 19.03.2024 by taking IMR as '0' & FMR as 5 of new meter SL No TWST1709150 as well as for the period from 22.02.2024 to 15.03.2024 considering the daily/monthly actual consumption taking in to account consecutive six months reading 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 six months 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

(A.P. Banu)
Member (Finance)
Member

A.K. Satapathy
(President)
President

Grievance Redressal Forum
TPWODL, Burla - 768017

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- Copy to:
1. Late Mohan Panda, At/Po-Charpali Barpali (Rampella), Ps-Banharpali, 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".)