

Grievance Redressal Forum

TPWODL, BURLA

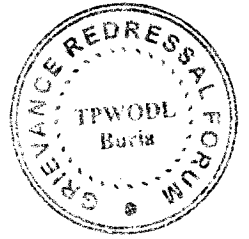
Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Bargarh, Pin- 768017Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601**Bench: A.K.Satapathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)**

Ref: GRF/Burla/Div/BNED/ (Final Order)/ 1703 (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/369/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sushanta Bag At-Budopali Po-Charpali, Barpali Dist-Jharsuguda-768211	4172-2506-1478	8917654924	
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			



Appeared

For the Complainant- Sushanta Bag

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

GRF Case No- BRL/369/2024

Sushanta Bag
At-Budopali
Po-Charpali, Barpali
Dist-Jharsuguda
Con No-4172-2506-1478

VRS

SDO(Electrical), Belpahar, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sushanta 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 "bills were served without using electricity since from power supply & money also collected towards electricity bill which is wrong & claim to check the meter as giving much consumption & allow to install a new meter " 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, but no PVR or written statement has submitted in this case.

OBSERVATION

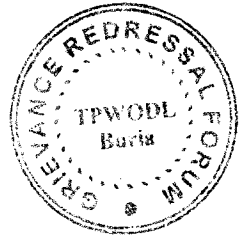
The case is pursued with all documents available in records submitted by the complainant and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-DOM consumer having CD 1KW with date of initial power supply 09.09.2018 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. During course of hearing the above complainant has claimed to test the meter to find out the accuracy of meter reading & billing thereon. Further, average bills were served from Sept-2018 to Feb-2019 & thereafter Act/PI bills were served with adjustment of PI bio time to time basing on the consumption recorded in meter SL No WPM31575 up to billing month June 2021 & thereafter considering the consumption recorded in the meter S1 No WLT215858. 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 bills served on average as well Provisional basis with reference to regulation 155 in first instance. Further, the meter to be tested with reference to Regulation 107 taking requisite meter testing fees by opposite party from complainant and if found any deviation revision is to be taken care accordingly as per law with adjustment of previous revision 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 bills served on average as well Provisional basis with reference to regulation 155 in first instance. Further, the meter to be tested with reference to Regulation 107 taking requisite meter testing fees by opposite party from complainant and if found any deviation revision is to be taken care accordingly as per law with adjustment of previous revision if any.



Appeared

For the Complainant- Sushanta Bag

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

GRF Case No- BRL/369/2024

Sushanta Bag
At-Budopali
Po-Charpali, Barpali
Dist-Jharsuguda
Con No-4172-2506-1478

VRS

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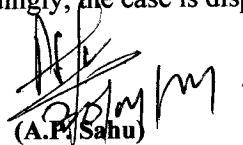
2. The Opposite party is directed not to consider the bill revision for the period already revised earlier/for the period of penalty/in both cases if any as applicable as not submitted any information for the same.
3. The Opposite party is directed not to consider the bill revision for the period already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

Grievance Redressal Forum
TPWODL, Burla - 768017



A.K. Satapathy
(President)
President

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Sushanta Bag, At-Budopali, Po-Charpali, Barpali, 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".)