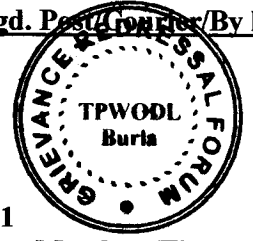


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 1806(4)

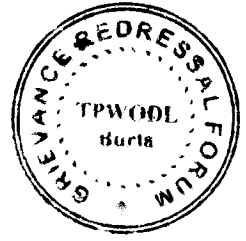
Date: 30/06/24

Present:

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

1	Case No.	BRL/448/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Ranjit Nag Jaibudia, Bartap Dist-Jharsuguda-768217	4172-1203-3583	9668506435	
3	Respondent/s	S.D.O (E),Belpahar		Division B.N.E.D, TPWODL, Brajrajnagar	
4	Date of Application	21.06.2024			
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	21.06.2024			
9	Date of Order	30/06/24			
10	Order in favour of	Complainant	Respondent	Others	
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: SDO Office, Belpahar, TPWODL



Appeared

For the Complainant- Ranjit Nag

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

GRF Case No- BRL/448/2024

Ranjit Nag
Jaibudia, Bartap
Dist-Jharsuguda
Con No-4172-1203-3583

VRS

SDO(Electrical), Belpahar, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Ranjit Nag has appeared on Dt. 21.06.2024 at the camp held at SDO Office, Belpahar 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 April-2015 to April-2022, a PVR carried on 27.06.2024 but no written statement has file in this case.

OBSERVATION

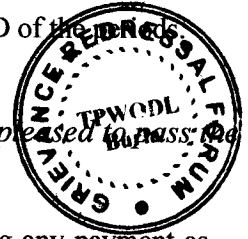
The case is pursued with all documents available in records submitted by the complainant and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-DOM consumer having CD 2KW with date of initial power supply 28.03.2015 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. Meanwhile, the meter SI No WLT063891 was installed Dec 2017. The complainant has explained that the power supply has been disconnected since last 2.5 years & has submitted a copy of the earlier application Dt.26.10.2017 received by opposite party but not taken any action for its settlement. This Forum has gone through the ledger & found that PI/Avg bills were served from Nov-Dec-2015 to Sept-Oct 2017 @ 1867/1868 unit monthly/bimonthly & hence, added high billing amount which increase the arrear position abnormally caused to painful for the complainant. Since, Nov-Dec 2017 bills were served on Act/Pl basis with adjustment of Pl amount up to July 2021 by taking reading on meter SI No WLT063891. Thereafter since, Aug 2021 to April 2022 bills were raised on Pl basis & no billing thereafter. The power supply was disconnected on 24.03.2022 & there is no meter in the premises of the complainant since 27.06.2024 as seen from W/S of opposite party. The actual billing so served in Oct-2015 is of doubtful where found the billing unit was 10531withj KWh reading of 10546 with reference to consumption recorded in meter SI No 1090956 for which nothing has been provide during hearing or mentioned about it in W/S and Forum feels that something hiding by opposite party to this Forum. Hence, revision is required to settle the billing dispute.

Hence it is the opinion of the Forum that the opposite party is liable to restore the Power supply immediately without taking any payment as much irregular bills were with high arrear has been served to the complainant without taking action for its settlement/revision in spite of several request for the same. The bill to be revise for the periods from Nov-2015 to Oct 2017 by taking IMR as 188 KWh in May-June- 2018 & FMR

as 573 KWh in Sept-Oct-2018 with reference to consumption recorded in meter SL No WLT063891 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any. Further, the billing of Oct 2015 to be verified by opposite party & appropriate action to be taken for the same if found improper as per law. The LD period to be taken into consideration from Aug-2021 to April 2022 as because there was actual billing up to July 2031 & accordingly withdraw the billing of EC & ED of the periods.


ORDER

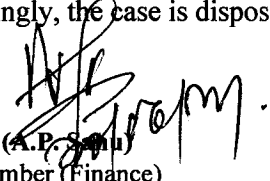
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the following Order as follows.




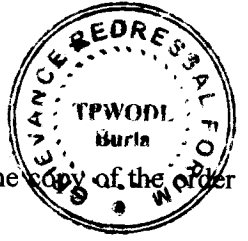
1. The Opposite Party is directed to restore the Power supply immediately without taking any payment as much irregular bills were with high arrear has been served to the complainant without taking action for its settlement/revision in spite of several request for the same. The bill to be revise for the periods from Nov-2015 to Oct 2017 by taking IMR as 188 KWh in May-June- 2018 & FMR as 573 KWh in Sept-Oct-2018 with reference to consumption recorded in meter SL No WLT063891 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any. Further, the billing of Oct 2015 to be verified by opposite party & appropriate action to be taken for the same if found improper as per law. The LD period to be taken into consideration from Aug-2021 to April 2022 as because there was actual billing up to July 2031 & accordingly withdraw the billing of EC & ED of the periods.
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. Sami)
Member (Finance)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017


A.K. Satapathy
(President)
President
Grievance Redressal Forum
TPWODL, Burla - 768017



Copy to: -

1. Ranjit Nag, Jaibudia, Bartap, 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".)