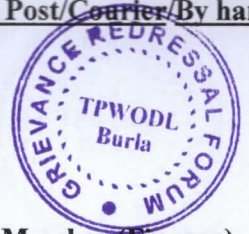


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 145104

Date: 23/02/24

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

1	Case No.	BRL/70/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Lalu Oram At-Kerubabahal Dist-Jharsuguda	4172-2504-0503	6372733096	
3	Respondent/s	S.D.O (E) Belpahar, TPWODL	Division B.N.E.D, TPWODL, Brajrajnagar		
4	Date of Application	10.01.2024			
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
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	10.01.2024			
9	Date of Order	23/02/24			
10	Order in favour of	Complainant	Respondent	Others	
11	Details of Compensation awarded, if any.	NIL			

President



appeared

For the Complainant- Sri Lalu Oram

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

GRF Case No- BRL/70/2024

Sri Lalu Oram

At-Keruabahal

Dist-Jharsuguda

Consumer No.- 4172-2504-0503

COMPLAINANT

VRS

SDO(Electrical),Belpahar, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

Sri Lalu Oram is a domestic consumer bearing consumer No 4172-2504-0503 with CD 2KW & initial date of power supply is 26.10.2008. His supply has been disconnected on Sept-2020 and the same was reconnected in 12.04.2023. During April-2023 5103 units has been billed which is erroneous and he requests for revision of the same.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted consumer history from 26.10.2008 to Dec-2023.and photocopy of exiting meter taken on 09.01.2024 along with a PVR carried on 10.01.2024 wherein it is found that meter SL No is 8173631 with CMR of 5552KWh & meter status is OK with remarks given by authority that "As per verification the meter No 8173636 with CMR 5552KWh. The consumer supply is DC from 15.10.2020 and supply RC on 12.04.2023. Bill is to be revised as per above reading".

OBSERVATION

The case is persued 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 26.11.2008 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. Actual bill was served in Aug-2020 for KWh reading 4445. LD has been seen for the period from Sept-2020 to March-2023. Billing thereafter were going on from May-2023 to Jan-2024 with reference to consumption recorded in meter SI No 81763. Seen the PVR by this Forum Dt.10.01.2024 submitted by filed officers where found the KWh reading of 5552 in the above meter & the same is tallied with the photograph of the meter & reading thereon has submitted by opposite party. As mentioned in PVR, the power supply was DC since 15.10.2020 & RC took place on 12.04.20223. The KWh reading of 5103 has been seen on the ledger & the billing unit was 5103 which to be treated as unreasonable as billing is concern. Instead of bill for the differential unit of 658 (5103-4445) the opposite party has raised the bill for the total KWh reading of 5103 units is not at all acceptable as per regulation. Hence, required revision to settle the billing dispute.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill by withdrawing billing for 4445 units raised during April-2023. (in other hand keeping billing for 658 units the balance needs for withdrawal). Further, fixed cost for the LD period Sept-2020 to March-2023 to be levied after adjustment of the amount already billed.

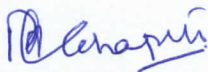
ORDER

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

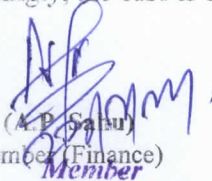
1. The Opposite Party is directed to revise the bill by withdrawing billing for 4445 units raised during April-2023. (in other hand keeping billing for 658 units the balance needs for withdrawal). Further, fixed cost for the LD period Sept-2020 to March-2023 to be levied after adjustment of the amount already billed.
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.

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.

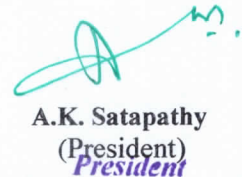
Accordingly, the case is disposed of.



B. Mahapatra
(Co-Opted Member)
Grievance Redressal Forum
TPWODL, Burla - 768017
Copy to: -



A.P. Samu
Member (Finance)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017



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

1. Sri Lalu Oram, At-Keruabahal, 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:Bhoingar, 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.oierc.org under the "head "Cases-> "GRF".)