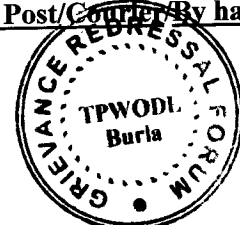


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 2159 (4)

Date: 30/11/2024

Present:

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

1	Case No.	BRL/798/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Pandava Biswal At-Kumar, Po-Attabira Dist-Jharsuguda-768226		4172-2304-0847	9937647051
3	Respondent/s	S.D.O (E), Belpahar			Division B.N.E.D, TPWODL, Brajrajnagar
4	Date of Application	14.11.2024			
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	14.11.2024			
9	Date of Order	29/11/24			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Panchagaon

Appeared

For the Complainant- Pandava Biswal

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



GRF Case No- BRL/798/2024

Pandava Biswal
At-Kumar, Po-Attapura
Dist-Jharsuguda
Con No-4172-2304-0847

VRS

SDO(Electrical), Belpahar, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Pandava Biswal has appeared in the hearing on Dt. 14.11.2024 at the camp held at ESO Office, Panchagaon and submitted a written complaint wherein he has stated about billing dispute-High Avg billing though not using the power supply and line was also in LD position & requested to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from Dec 2018 to Oct-2024 and a PVR carried out on Dt. 18.11.2024 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 of 1KW with date of initial power supply on Dt.30.10.2018 with billing status disconnected as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. As learn from FG records the P/S is continuing since April 2024 with no billing except fixed cost. As observed the initial power supply was effected without meter to June 2020 (17.07.2020) & meter SL No WPM315290 was in billing in July-Aug 2020 (i.e from 17.07.2020) & the Actual KWh was 200 up to Jan-Feb-2021. PL/Avg bills were seen from March April 2021 to March 2024 and 0 unit billing since April 2024 to Oct 2024 except levying Fixed cost due to LD period. The claim of disconnection of P/S since 2019 is not acceptable by this Forum as actual bill was served in Feb-2021 with KWh reading of 200 & billing unit 0. However, might be the power supply was disconnected since March 2021 but not reflected in billing in due time which to be verified by a committee consisting of E.E,BNED, SDO,Belpahar, ESO & AOC, Panchagaon & a lineman Hence, bill revision is required to settle the billing dispute.

Hence it is the opinion of the Forum that the opposite party is liable to spread over the reading for the periods from July-2020 to Feb-2021 with reference to consumption recorded in meter SI No WPM315290 and revise the bill from date of power supply to 17.07.2020 as per Act/Avg consumption of 1st instance as well as revise the bill for the periods from April-2022 to March-2024 after replacement of new meter as per Reg 155 taking six month consecutive consumption with its monthly Act/Avg due to defect of meter No WPM315290 as declared in PVR by opposite party or withdraw the billing along with proportionate DPS except FC if found disconnected as per committee report from March 2021 to up to date, considering the adjustment of previous bill revisions if any as per law.

ORDER

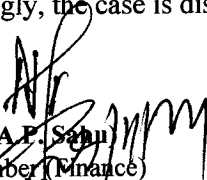
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

1. The Opposite Party is directed to spread over the reading for the periods from July-2020 to Feb-2021 with reference to consumption recorded in meter SI No WPM315290 and revise the bill from date of power supply to 17.07.2020 as per Act/Avg consumption of 1st instance as well as revise the bill for the periods from April-2022 to March-2024 after replacement of new meter as per Reg 155 taking six month consecutive consumption with its monthly Act/Avg due to defect of meter No WPM315290 or withdraw the billing along with proportionate DPS except FC if found disconnected as per committee report from March 2021 to up to date, considering the adjustment of previous bill revisions if any as per law.
2. The Opposite party is directed not to consider the bill revision for the period revised earlier and adjust the revision as per law/for the period of penalty/in both cases, if any, as applicable as it has 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 benefits of OTS scheme and rebate thereof, if any, as applicable as it has 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 into 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, serve 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 at, 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 seven month from the date of issue of this order as the case may be.**

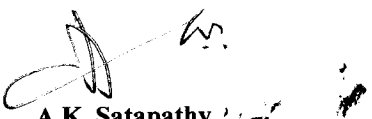
Accordingly, the case is disposed of.


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. Pandava Biswal, At-Kumar, Po-Attabira, 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.oriarc.org under the "head "Cases-> "GRF".)