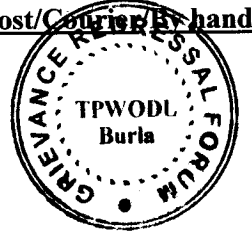


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 2158(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/799/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sitaram Luhar C/O-Janakram Luhar At-Budhhama, Po-Kanaktora Dist-Jharsuguda-768226		4172-2303-0127	7077612612
3	Respondent/s	S.D.O (E),Belpahar			Division B.N.E.D, TPWODL, Brajarajnagar
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	29/11/2024			
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- Sitaram Luhar
Represented by Janakram Luhar

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



GRF Case No- BRL/799/2024

Sitaram Luhar
C/O- Janakram Luhar
At-Budhhama, Po-Kanaktora
Dist-Jharsuguda
Con No-4172-2303-0127

VRS

SDO(Electrical), Belpahar, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Janakram Luhar on behalf of Sitaram Luhar has appeared in the hearing on Dt. 14.11.2024 at the camp held at ESO Office, Panchgaon 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-2003 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 5.5KW with date of initial power supply on Dt.10.01.2003 through meter SL No 2440407 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. The complainant was served PL/Avg bills from Nov-Dec 2014 to May-Jun-2020. The meter No so mentioned was continued since date of power supply giving PI/Act/Avg reading with adjustment of some PL bills but found the KWh reading of 1608 with billing unit 6974 & has happened due to irregular/table meter reading. Further, it is seen that the billing during Nov 2021 to Aug 2023 were improper where it is found that the KWh reading was 7549 with billing unit 6299. The meter SL No LW372747 & WHL027099 was in billing in July Aug 2020 with IMR 0 & Nov Dec 2021 respectively. Bill 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 by spread over the unit of 11608 in between the periods date of power supply to June-July-2012 with reference to consumption recorded in meter SI No 2440407 and spread over the reading of 7549 in between the periods Nov-Dec 2021 to Aug -2023 with reference to consumption recorded in meter SI No WHL027099 and revise the bill for the period from July-2018 to June-2020 taking IMR as "0" in July-Aug-2020 & FMR as 108 in Nov-Dec-2020 with reference to consumption recorded in meter SI No LW372747 with the daily/monthly actual consumption thereof, considering the adjustment of previous bill revisions if any as per law.

President
Grievance Redressal Forum
TPWODL, Burla - 768017

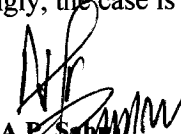
ORDER

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 spread over the unit of 11608 in between the periods date of power supply to June-July-2012 with reference to consumption recorded in meter SI No 2440407 and spread over the reading of 7549 in between the periods Nov-Dec 2021 to Aug -2023 with reference to consumption recorded in meter SI No WHL027099 and revise the bill for the period from July-2018 to June-2020 taking IMR as "0" in July-Aug-2020 & FMR as 108 in Nov-Dec-2020 with reference to consumption recorded in meter SI No LW372747 with the daily/monthly actual consumption thereof, 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 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


(A.P. Sahoo)
Member (Finance)
Member


A.K. Satapathy
(President)
President

Grievance Redressal Forum
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1. Sitaram Luhar, C/O- Janakram Luhar, At-Budhhama, Po-Kanaktora, 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".)