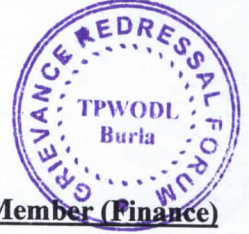


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 1432(4)

Date: 23/02/2024

Present:

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

1	Case No.	BRL/84/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Ashok Ku Pujhari At/Po-Kanaktura Dist-Jharsuguda	4172-2303-0073	8018207251	
3	Respondent/s	S.D.O (E),Belpahar, TPWODL		Division B.N.E.D, TPWODL, Brajrajnagar	
4	Date of Application	25.01.2024			
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
		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	25.01.2024			
9	Date of Order	23/02/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			


President

Grievance Redressal Forum
TPWODL, Burla - 768017

Appeared

For the Complainant- Sri Ashok Ku Pujhari

For the Respondent - S.D.O (E),Belpahar, TPWODL



GRF Case No- BRL/84/2024

Sri Ashok Ku Pujhari
At/Po-Kanaktura
Dist-Jharsuguda
Con No-4172-2303-0073

COMPLAINANT

VRS

S.D.O (E),Belpahar, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

Sri Ashok Ku Pujhari appeared on Dt. 25.01.2024 at camp held on ESO Office Panchgaon under SDO Brajanaagar and submitted a written complaint wherein he has stated that “wrong billing for Aug-2023 & high amount of bill generated on Dec-2022” & request to rectify/revise the bill.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted bill abstract of the consumer from Jan-2021 to Jan-2024 and PVR carried on 16.01.2024 received on 16.02.2024 by courier wherein it is found that meter SI No is WLT202919 with CMR 14536KWh with meter status OK & remarks given by concern authority that “suppressed reading bill may be revised for Aug-2023 and for Dec-2022 may be revised on the basis of actual meter reading”.

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 02.03.2002 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 WLT202919 with IMR ‘0’ was installed on 07.11.2021 by replacing the old meter bearing SI No 8049088 with CMR 5278. As seen, the complainant has been served the KWh reading 7230, 7500,8000 with billing unit 6337,270,500 in the month Dec-22, Feb-23 & April-23 respectively. Average bills were served from Sept-2018 to Dec-2022 (06.11.2021). The opposite party has already been done the bill revision for the period from Oct-2021 to Oct-2022 (07.11.2021 to 15.11.2022) & withdrawn an amount of Rs.5335.24 but 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 for the periods from 07.11.2021 to 28.05.2023 (April-2023) by spread over the for reading of 8000 units with IMR ‘0’ considering the consumption recorded in meter SL No WLT202919 with the daily/monthly actual consumption thereof & for the period from 24.09.2018 to 06.11.2021 as per actual average consumption derived in the earlier case with the adjustment of previous bill revisions as per law.

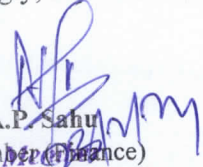

President
Grievance Redressal Forum
TPWODL, Burla - 768017


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 periods from 07.11.2021 to 28.05.2023 (April-2023) by spread over the for reading of 8000 units with IMR '0' considering the consumption recorded in meter SL No WLT202919 with the daily/monthly actual consumption thereof & for the period from 24.09.2018 to 06.11.2021 as per actual average consumption derived in the earlier case with the adjustment of previous bill revisions as per law.
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)
Grievance Redressal Forum
TPWODL, Burla - 768017
Copy to: -


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


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

1. Sri Ashok Ku Pujhari, At/Po-Kanaktura, Dist-Jharsuguda
2. Sub-Divisional Officer (Elect.), Belpahar, TPWODL, Brajarajnagar 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".)

