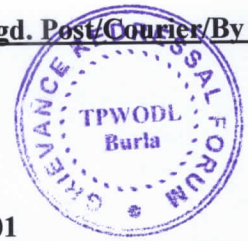


Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Bargarh, Pin- 768017Email: 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)/ 1519 (4)

Date: 29/02/2024

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

1	Case No.	BRL/156/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Jayanti Khadia Junadihi, Belpahar Dist-Jharsuguda	4172-1202-4305	9668991991	
3	Respondent/s	S.D.O (E),Belpahar, TPWODL		Division B.N.E.D, TPWODL, Brajrajnagar	
4	Date of Application	26.02.2024			
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	26.02.2024			
9	Date of Order	29/02/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ^{FSO} SDO Office Belpahar, TPWODL



Appeared

For the Complainant- Jayanti Khadia

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

GRF Case No- BRL/156/2024

Jayanti Khadia
Junadihi, Belpahar
Dist-Jharsuguda
Con No-4172-1202-4305

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

Jayanti Khadia appeared on Dt. 26.02.2024 at camp held at ^{FSO} SDO Office Belpahar and submitted a written complaint wherein she has stated about billing dispute & request to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

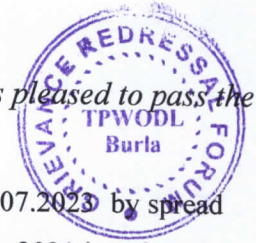
The opposite party has submitted bill abstract of the consumer from Sept-2018 to Jan-2024. No PVR or W/S has been submitted in this case.

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 1KW with date of initial power supply 02.07.2018 at present meter SI No LW124121 is in existence in billing which was installed on 29.09.2019 with IMR '0' & MF 1 and the meter SL No WM371201 was installed on 01.07.2018 with IMR '0' & MF 1 & also found that there was LD periods from Nv-2019 to Aug-2021 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. The complainant has been served the bills in June 2023 with KWh reading of 3937 with billing units 3937 hence the IMR was '0' with reference to consumption recorded in meter SI No WM371201. From the patten of billing raised time to time, it is seen that the readings were not in accordance to consumption recorded time to time & due to poor performance of meter readers this has happened as because there was no control over the meter readers by opposite party due to so many constraints at that time. Hence, 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 for the periods from 01.07.2018 to 20.07.2023 by spread over the reading of 3397 units with IMR '0' except LD period from Nov-2019 to Aug-2021 in reference to consumption recorded meter SI No WM371201 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any and after conducting physical verification & reporting thereon and if found any deviation to be taken care in accordance to law/regulation.

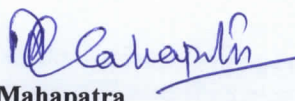
ORDER

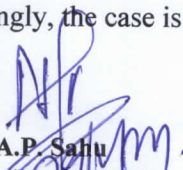



After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

1. The Opposite Party is directed to revise the bill for the periods from 01.07.2018 to 20.07.2023 by spread over the reading of 3397 units with IMR '0' except LD period from Nov-2019 to Aug-2021 in reference to consumption recorded meter SI No WM371201 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any and after conducting physical verification & reporting thereon and if found any deviation to be taken care in accordance to law/regulation.
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
Copy to:-


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


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

1. Jayanti Khadia, Junadihi, Belpahar, 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".)