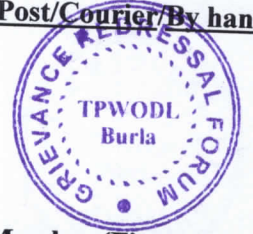


Grievance Redressal Forum
TPWODL, BURLA

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)/ 1433(4)

Date: 23/02/2024

Present:

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

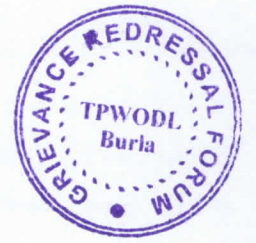
1	Case No.	BRL/85/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Malia Set C/O-Durbadala Set (Son) At-Kushmel, Po-Badimal Dist-Jharsuguda		4172-2303-1637	9777647926
3	Respondent/s	S.D.O (E),Belpahar, TPWODL		Division B.N.E.D, TPWODL, Brajarajnagar	
4	Date of Application	25.01.2024			
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			

Place of Camp: ESO Office Panchgaon, TPWODL

Appeared

For the Complainant- Malia Set
Represented by Durbadala Set (Son)

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



GRF Case No- BRL/85/2024

Malia Set
C/O-Durbadala Set (Son)
At-Kushmel, Po-Badimal
Dist-Jharsuguda
Con No-4172-2303-1637

COMPLAINANT

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

OPPOSITE PARTY

GIST OF THE CASE

Durbadala Set son of the consumer Malia Set is the complainant who 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 about billing dispute & 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 07.01.2024 received on 16.02.2024 by courier wherein it is found that meter SI No is LW154914 with CMR 12549KWh with meter status is OK with remarks given by concern authority that "suppressed reading bill may be revised for Aug-2023 on the basis of actual meter reading".

OBSERVATION

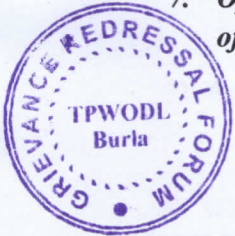
The case is pursued with all documents available in records submitted by the complainant and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-DOM consumer having CD 0.15KW with date of initial power supply 28.01.2013 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. Meanwhile, the meter SI No LW154914 was installed on 07.01.2020 with IMR '1'. As observed, there was suppressed reading in the meter due to inefficient meter reading & having no control over the same by opposite party which was reflected in billing of Aug-2023 & hence increase the arrear with billing unit 8556 & KWh reading of 11206 as well as bill for 2292 units & 2842 units in Nov-2023 with F code but actual bill has been served in Dec-2023 (06.01.2024) for KWh reading of 12549 with billing unit 315. The opposite party has already been revised the bill for the period from Sept-2023 to Nov-2023 (30.09.2023 to 12.12.2023) and withdrawn an amount of Rs.27746.79 credited on 11.12.2023 as seen from the ledger. However, 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 07.01.2020 to 06.01.2024 by spread over the reading of 12549 units with IMR '1' in reference to consumption recorded meter SI No LW154914 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any.

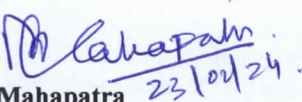
ORDER

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 07.01.2020 to 06.01.2024 by spread over the reading of 12549 units with IMR '1' in reference to consumption recorded meter SI No LW154914 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any.
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**


A.P. Sahu
Member (Finance)

**Grievance Redressal Forum
TPWODL, Burla - 768017**


A.K. Satapathy
(President)

**Grievance Redressal Forum
TPWODL, Burla - 768017**

Copy to: -

1. Malia Set, C/O- Durbadala Set, At-Kushmel, Po-Badimal, 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".)