

**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)/ 1509 (4)

Date: 29/2/2024

Present:

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

1	Case No.	BRL/88/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Saroj Kumar Swain C/O Bisi Kesan Swain At-School Pada, Gumadera Dist-Jharsuguda	4172-2403-0630	7008083694	
3	Respondent/s	S.D.O (E), Belpahar, TPWODL	Division B.N.E.D, TPWODL, Brajrajnagar		
4	Date of Application	24.01.2024			
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	24.01.2024			
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: SDO Office, Belpahar, TPWODL



Appeared

For the Complainant- Sri Saroj Kumar Swain
Represented by Bisi Kesan Swain

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

GRF Case No- BRL/88/2024

Saroj Kumar Swain
C/O Bisi Kesan Swain
At-School Pada,Gumadera
Dist-Jharsuguda
Con No-4172-2403-0630

VRS

COMPLAINANT

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

OPPOSITE PARTY

GIST OF THE CASE

Bisi Kesan Swain on behalf of Consumer Saroj Kumar Swain has appeared before this Forum on 24.01.2024 at the camp held at SDO Office Belpahar and submitted a written complaint wherein he has stated billing dispute & request to rectify/revise the same.

SUBMISSION OF OPPOSITE PARTY


The Opposite Party has submitted billing abstract from April-2018 to Dec-2023 an a PVR carried on 07.02.2024 where it is found that the meter SI No is TPWODL1129987 with CMR 5462KWh with status is OK and remark given by concern authority that "Bill may be revised as per 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 2.5KW with date of initial power supply 21.11.2013 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 TPWODL1129987 was installed on 08.11.2022 with IMR '1' with old meter reading 27804 on 10.01.2020 & the meter SL No 1064332 was installed from date of power supply with IMR '1'. Pl bills were served 11.01.2020 to 17.07.2020 & LD since 18.07.2020 to 17.03.2021 & PL bills were served from 18.03.2021 to 07.11.2022. The billing up to May-2023 with KWh reading of 3092 & billing unit 1212 seems to be improper. Hence, required revision to settle the billing dispute.

Hence it is the opinion of the Forum that the opposite party should to revise the bill for the periods from 08.11.2022 to 22.06.2023 by spreading over the reading of 3092 units with IMR '0' in reference to consumption recorded meter SI No TPWODL1129987 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions, as per law, if any and test the meter as demanded by complainant under regulation 107 by taking testing fees as applicable & as per outcome of the testing report, bill is to be revised in accordance with the law.

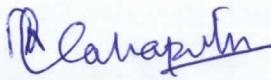
ORDER



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 revise the bill for the periods from 08.11.2022 to 22.06.2023 by spread over the reading of 3092 units with IMR '0' in reference to consumption recorded meter SI No TPWODL1129987 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any and test the meter as demanded by complainant under regulation 107 taking testing fees as applicable & as per outcome of the testing report bill is to be revised in accordance to the 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.**

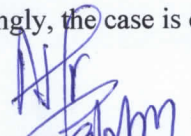
Accordingly, the case is disposed of.



B. Mahapatra
(Co-Opted Member)
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. Saroj Kumar Swain, C/O Bisi Kesan Swain, At-School Pada, Gumadera, 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".)