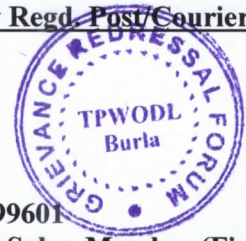


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 1469 (4)

Date: 23/02/2024

Present:

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

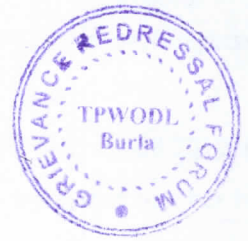
1	Case No.	BRL/92/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Giridhari Maharana Jorabaga Dist-Jharsuguda	4172-2404-1599	9348870713	
3	Respondent/s	S.D.O (E),Belpahar, TPWODL		Division B.N.E.D, TPWODL, Brajrajnagar	
4	Date of Application	24.01.2024			
5	In the matter of-	1. 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	23/02/2024			
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 Giridhari Maharana

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



GRF Case No- BRL/92/2024

Sri Giridhari Maharana
Jorabaga
Dist-Jharsuguda
Con No-4172-2404-1599

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

Sri Giridhari Maharana appeared before this Forum on 24.01.2024 at the camp held on SDO Office Belpahar and submitted a written complaint wherein he has stated that “ he is not using the power supply which bill is erroneously. So he has requested to waive the bill amount fully from his name”

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted billing abstract from Sept-2018 to Aug-2021 and a PVR carried on 24.01.2024 received on 16.02.2024 by courier in which remark given by concern authority that “As per physical verification it is found that there is no power supply served to this consumer number & no meter is exist. The consumer number is fictitious, so arrear amount from date of power supply to till date may be withdrawn”

OBSERVATION

The case is persued 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 with date of initial power supply 16.05.2018 through meter sl no WLT1110888 with IMR ‘1’ as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. The complainant is a PLD consumer since Aug-2019. Pl/Avg bills were served from the date of power supply to July-2019. This Forum has seen the PVR Dt. 24.01.2024 where mentioned that no power supply served to this consumer & there is no meter inexistence and the consumer was fictitious one with the request to withdraw the billing from the date of power supply but could not submitted any remarks/documents whether security deposit has been taken or not by opposite party. Hence, 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 16.05.2018 to 24.08.2019 by withdrawing the total billing i.e. of Rs.8224.92 so showing as outstanding in this consumer number but after further proper verification by SDO including about Security Deposit amount as well as about the meter installation- meter Sl No 111088 is showing in billing if found OK in all respect or otherwise revise the bill with reference to 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 16.05.2018 to 24.08.2019 by withdrawing the total billing i.e. of Rs.8224.92 so showing as outstanding in this consumer number but after further proper verification by SDO including about Security Deposit amount as well as about the meter installation- meter SI No 111088 is showing in billing if found OK in all respect or otherwise revise the bill with reference to 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

A.P. Sahu
Member (Finance)
Member

Grievance Redressal Forum
TPWODL, Burla - 768017

A.K. Satapathy
(President)
President

Grievance Redressal Forum
TPWODL, Burla - 768017

- Copy to:-
1. Sri Giridhari Maharana, Jorabaga, 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".)