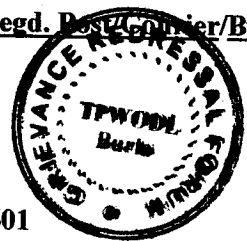


**Grievance Redressal Forum
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017

Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

Bench: A.K.Satpathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)



Ref: GRF/Burla/Div/SEED/ (Final Order)/ 1836(4)

Date: 31/07/24

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

1	Case No.	BRL/438/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Gopal Panigrahi At- Rengaloi Po-Laida Dist- Sambalpur-768214		4160-0103-0694	7735389755
3	Respondent/s	SDO(Electrical),Rengali, TPWODL		Division S.E.E.D, TPWODL, Sambalpur	
4	Date of Application	13.06.2024			
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	13.06.2024			
9	Date of Order	31/07/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Laida , TPWODL, Sambalpur.

Appeared

For the Complainant- Gopal Panigrahi

For the Respondent - SDO(Elect.), Rengali, TPWODL, Sambalpur.



GRF Case No- BRL/438/2024

Gopal Panigrahi

At- Rengaloi

Po-Laida

Dist- Sambalpur

Consumer No.- 4160-0103-0694

VRS

SDO(Elect.), Rengali, TPWODL, Sambalpur

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Gopal Panigrahi appeared on Dt. 13.06.2024 at the camp held at ESO Office, Laida and submitted a written complaint wherein he has stated about billing dispute wherein he has stated that “he has paid all his electricity dues for the his borewell bearing consumer No 4160-103-0694 & stopped the same but when he has reconnected it a bill of Rs. 26000.00 was generated which was wrong” & request to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

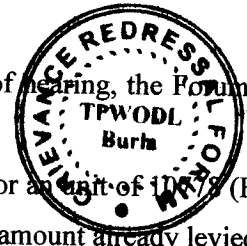
The Opposite Party has submitted a PVR carried on 05.07.2024 but no other documents have been submitted except PVR in this case.

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-IPA consumer having CD 3KW with date of initial power supply 20.07.2012 without meter as seen from FG/Samadhan App. Avg bills were served from date of power supply to Feb 2016 & no billing since March 2016 to March 2021 where found the outstanding amount of Rs.5046.65 in March 2021 & thereafter since April 2021 to Oct 2023 no billing was there & from Nov 2023 the opposite party has raised the billing on provisional basis for billing unit 10778 as seen from Samadhan App. The complainant is disputing the billing so generated in Nov 2023. The PVR Dt.05.07.2024 is taken in to consideration where it is stated that the power supply of the complainant was disconnected from March 2016 to Oct 2023 & reconnected on 16.11.2023 & after RC the consumer was served the bill on 24.12.2023 for units of 10778 which was not availed by the consumer. The E.E, SEED, Sambalpur has not submitted their views in this case as it is a 3-phase consumer. As came to learn from ESO & SDO , they have reported to division office for submission of ascent/written statement but failed to do so & the report of ESO & SDO is to be considered here **with the term of Experte** as the E.E, SEED, Sambalpur has no way bother to file the W/S for confirmation of reporting of filed officers. It is a matter of great displeasure that although the power supply was disconnected in data base & field physically how the bill of 10778 units was generated in Nov 2023 which is a matter of question due to which the consumer dissatisfaction is going on the billing of TPWODL might be the bill has been done without consulting/taking the PVR/opinion of filed units/filed officers. This practise will not only create consumer dissatisfaction but also increase the billing dispute. In these circumstances this Forum preferred to pass the order accordingly for rectification of the bill of the complainant.

Hence it is the opinion of the Forum that the opposite party is liable to withdraw the billing so raised in Nov 2023 for a unit of 10778 (EC & ED) through revision & leavy the FC for all the periods with adjustment of the amount already levied.

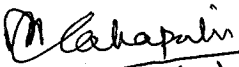
ORDER



Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:

1. The Opposite Party is directed to withdraw the billing so raised in Nov 2023 for a bill of 11078 (EC & ED) through revision & ^{levy} ~~levy~~ the FC for all the periods with adjustment of the amount already levied.
2. The Opposite party is directed not to consider the bill revision for the period already revised earlier and adjust the revision as per law/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) 21/07/24

(Co-Opted Member)
Co-opted Member

Copy to Grievance Redressal Forum
TPWODL, Burla - 768017


(A.P. Sahu)

Member (Finance)
Member

Grievance Redressal Forum
TPWODL, Burla - 768017


(A.K.Satpathy)

President
President

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Gopal Panigrahi, At-Rengaloi, Po-Laida, Dist- Sambalpur.
2. Sub-Divisional Officer (Elect.), Rengali, TPWODL, Sambalpur with the direction to serve one copy of the order to the Complainant/Consumer.
3. Executive Engineer (Elect.), SEED, TPWODL, Sambalpur.
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.3B, 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".