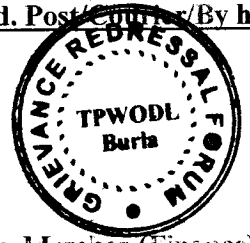


**Grievance Redressal Forum
TPWODL, BURLA**

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)



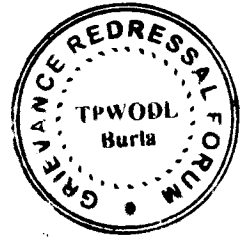
Ref: GRF/Burla/Div/SEED/ (Final Order)/ 1829 (4)

Date: 31/07/24

Present: Sri A.K.Satpathy, President.
Sri A.P.Sahu Member(Finance).

1	Case No.	BRL/485/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Nilambar Pradhan At-Hitasara,Batagaon, Po- Naktideol, Dist- Sambalpur.		4164-3302-0139	
3	Respondent/s	SDO(Electrical), Rairakhol,TPWODL,		Division S.E.E.D, TPWODL, Sambalpur	
4	Date of Application	23.07.2024			
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	23.07.2024			
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: SDO Office, Rairakhol, TPWODL, Sambalpur.



Appeared

For the Complainant- Nilambar Pradhan

Represented by Susil Pradhan

For the Respondent - SDO(Elect.), Rairakhol, TPWODL.

GRF Case No- BRL/485/2024

(1) Nilambar Pradhan
At-Hitasara, Batagaon,
Po- Naktideol
Dist- Sambalpur.
Consumer No.- 4164-3302-0139

VRS

(1) SDO(Elect.), Rairakhol, TPWODL

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Nilambar Pradhan bearing Consumer No 4164-3302-0139 represented by Susil Pradhan under SEED, TPWODL, Sambalpur stated about billing dispute-since Oct'2013 to Mar'2022 the p/s was disconnected

Hence, the Complainant prayed before the Forum to consider the case for revision/rectification.

SUBMISSION OF OPPOSITE PARTY

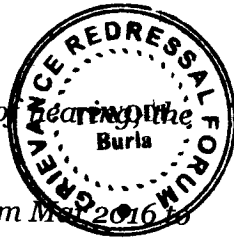
The Opposite Party has submitted ledger copy for the period from Apr'2006 to Jun'2020, w/s and PVR dtd. 23.07.2024 in this case.

OBSERVATION

The case is pursued with all documents available in records (FG data base and Samadhan App) and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-domestic consumer having CD 1kw with initial date of p/s 21.10.2002 as seen from the FG data base/ Samadhan App. The complainant has raised objection on billing dispute. During the course of hearing both parties have appeared and given the statements. The complainant could not able to produce any documents in regards to disconnection of p/s for the periods has claimed but confessed that the p/s was in effect and used but not consumed much power. However, he has raised objection for the periods from Mar'2016 to Apr'2018 about high average billing@576 units bi-monthly and prayed before the Forum to settle the dispute with the commitment to clear the dues after revision and on spot on that date has paid an amount of Rs 20,000/- and also communicate to pay the rest after revision within 1st week of Aug'2024. In this regard, the opposite party has shown the interest and, on that date, conduct the physical verification as well as prepared the w/s and submitted to this Forum through e-mail. This Forum has taken the matter seriously as the complainant is a Retd. Govt. employee having pressure on the issue. This Forum has verified the billing data and also found that the claim of the complainant is of-course correct which is also accepted by opposite party with request to revise the bill. As seen and also reported by opposite party the meter sl. no."TWSP51027412" was installed on 21.08.2023 with IMR "o" and MF "1" in the premises of the complainant/consumer and giving advance reading thereon and accordingly billing has been raised on the complainant.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill for the period from Mar'2016 to Apr'2018 basing on the consumption recorded in meter sl. no." TWSP51027412" taking IMR as "808" kwh in Dec'023 and FMR as "1799" kwh in May'2024 with its daily/monthly actual average consumption thereof and DPS for the period from Mar'2016 to Jul'2023 to be withdrawn as not provided the actual bill during this period.

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 revise the bill of the consumer for the period from Mar'2016 to Apr'2018 basing on the consumption recorded in meter sl. no." TWSP51027412" taking IMR as "808" kwh in Dec'023 and FMR as "1799" kwh in May'2024 with its daily/monthly actual average consumption thereof and DPS for the period from Mar'2016 to Jul'2023 to be withdrawn as not provided the actual bill during this period.
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.


(A.P. Sahu)

Member (Finance)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017


(A.K. Satpathy)

President
President
Grievance Redressal Forum
TPWODL, Burla - 768017

- Copy to:** - (1) Nilambar Pradhan, At-Hitasara, Batagaon Po- Naktideol, Dist- Sambalpur.
(2) Sub-Divisional Officer (Elect.), Rairakhol, 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.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.orienc.org under the "head "Cases->"GRF".