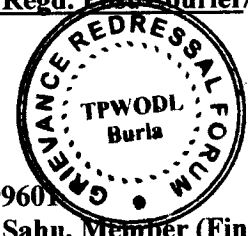


**Grievance Redressal Forum
TPWODL, BURLA**

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)



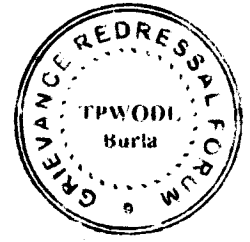
Ref: GRF/Burla/Div/JED/ (Final Order)/ 1830 (4)

Date: 31/07/24

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

1	Case No.	BRL/489/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Kaushik Naik At/Po- Rengalbuda,Laikera, Dist- Jharsuguda-768215.		4135-2802-1556	8763043008
3	Respondent/s	SDO(Electrical)-II,JharsugudaTPWODL,			Division J.E.D, TPWODL, Jharsuguda
4	Date of Application	24.07.2024			
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	24.07.2024			
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: ESO Office, Laikera, TPWODL, Jharsuguda.



Appeared

For the Complainant- Kaushik Naik

Represented by Rupesh Naik

For the Respondent - SDO(Elect.)-II, Jharsuguda, TPWODL.

GRF Case No- BRL/489/2024

(1) Kaushik Naik

At/Po- Rengalbuda, Laikera

Dist- Jharsuguda-768215.

Consumer No.- 4135-2802-1556

COMPLAINANT

VRS

(1) SDO(Elect.)-II, Jharsuguda, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Kaushik Naik bearing Consumer No **4135-2802-1556** represented by Rupesh Naik under JED, TPWODL, Jharsuguda stated about billing dispute. Hence, the Complainant prayed before the Forum to consider the case for revision/rectification.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has not submitted any relevant documents 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-PLI consumer having CD 2hp with initial date of p/s 01.01.1990 as seen from the FG data base/ Samadhan App. The complainant has raised objection on billing dispute. The opposite party has already been changed the tariff from LI to DOM since Oct'2013. The complainant has been served the PL bills from Feb'2001 to Mar'2007, May'2009 to Sep'2010, Feb'2011 to Apr'2012 where it is found that actual bill has already been served from Apr'2007 to Apr'2009, Oct'2010 to Jan'2011 and both PL/Actual for the period from May'2012 to Oct'2012. As observed all the PL bills were not adjusted on putting up actual reading due to constraint in billing data base for adjustment of 02months PL bills. However, this Forum has focused to the billing data base as well as ledger and came to know during scrutiny that there was actual reading recorded in Oct'2012 billing month for kwh reading of 6010 with reference to meter reading in meter sl. no." WESCO118828". The claim of inoperative of LI point of the complainant cannot hold good as because during the course of hearing the complainant as accepted about the use of p/s but the quantum of use was less as compared to billing developed and served by opposite party and also agreed for rectification of bills as told by this Forum at the time of site hearing. So, for settlement of the dispute bill revision is required.

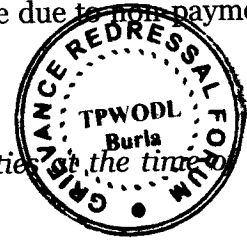
Although, the camp was held on 24.07.2024 at ESO office, Laikera and the AOC has already been served the copy of the application of the complainant but has failed to submit the relevant documents like PVR,w/s etc. in this case and hence prefers to pass an Ex-parte order to resolve the case immediately.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill for the period from Feb'2001 to Oct'2012 basing on the consumption recorded in meter sl. no." WESCO118828" by spread over the reading of "6010" with IMR as "zero" in between the periods with its daily/monthly actual average consumption thereof so that the billing dispute will be resolved accordingly.


The complainant is advised to clear the dues of TPWODL after received the revised bill from opposite party to avoid disconnection which may be happened at any point of time due to non-payment of arrear dues.

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 Feb'2001 to Oct'2012 basing on the consumption recorded in meter sl. no." WESCO118828" by spread over the reading of "6010" with IMR as "zero" in between the periods with its daily/monthly actual average consumption thereof.
 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) Kaushik Naik, At/Po- Rengalbuda, Laikera, Dist- Jharsuguda-768215.
(2) Sub-Divisional Officer (Elect.)-II, TPWODL, Jharsuguda with the direction to serve one copy of the order to the Complainant/Consumer.
(3) Executive Engineer (Elect.), JED, TPWODL, Jharsuguda.
(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:Bhoingar, 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".