

**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)/ 1911 (4)

Date: 31/08/24

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

1	Case No.	BRL/500/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Chaturbhuj Bhainsal At/Po- Lahamani, Bomaloi Dist- Sambalpur-768212		4160-0103-0935	9938717403
3	Respondent/s	E.E, SEED, Sambalpur, TPWODL & SDO(Electrical),Rengali, TPWODL		Division S.E.E.D, TPWODL, Sambalpur	
4	Date of Application	08.08.2024			
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	08.08.2024			
9	Date of Order	31/08/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: SDO Office, Rengali, TPWODL, Sambalpur.



Appeared

For the Complainant- Chaturbhujha Bhainsal

For the Respondent - E.E, SEED, Sambalpur, TPWODL
&
SDO(Electrical), Rengali, TPWODL

GRF Case No- BRL/500/2024

Chaturbhujha Bhainsal
At/Po- Lahamani, Bomaloi
Dist- Sambalpur
Consumer No.- 4160-0103-0935

VRS

E.E, SEED, Sambalpur, TPWODL
&
SDO(Elect.), Rengali, TPWODL, Sambalpur

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Chaturbhujha Bhainsal appeared in the hearing on Dt. 08.08.2024 at the camp held at SDO Office, Rengali and submitted a written complaint wherein he has stated that “average bills were served to his borewell from Feb 2015 wherein his actual consumption is Rs.200.00 per month only” & has request to revise/rectify the wrong billing.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has not submitted any relevant document 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 of 2.5KW with date of initial power supply on Dt.07.04.2015 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. The power supply was effected without meter & billing were raised on complainant by opposite party on Avg/PL basis since the date of initial power supply to Jan 2024. Meanwhile, the meter SI No TWSC590041 was installed on 19.02.2024 with IMR '0' & MF 1 & another meter bearing SL No TWSC59014883 was installed on 14.08.2024 with IMR '0' & MF 1 where it is found that the earlier meter was installed due to meter defective by replacing new smart meter & later was replaced due to burnt of meter. As came to knowledge of the Forum that, the above complainant has paid approximately Rs.30000.00 for the period from April 2015 to April 2024. The complainant during hearing has expressed his displeasure on high billing which was done before installation of meter in that premises & requested to revise the bill as well as reconnect the power supply. It is also seen that in 09.08.2024 Rs.5000.00 has paid by the complainant. As seen the meter installation effected in billing in Aug 2024 with billing units of 39 and hence, assume the power supply was reconnected by the opposite party. During scrutiny of ledger, it is found that the recording of proper billing unit has not seen by this Forum and assumed that there was no load during the past months. Hence, revision is required to settle the billing dispute

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill by taking six/eight consecutive correct reading of the newly installed meter - with its daily/monthly Actual Average consumption where the point will be in regular use with its load may be includes some non-use periods (cultivated periods with load +non-cultivated periods with no load) which may be six to eight months to derive the actual average consumption for revision purpose & the complaint is supposed to pay the current bill in regular basis.


ORDER



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

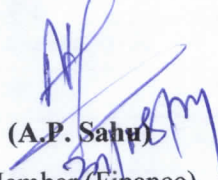
1. The Opposite Party is directed to revise the bill by taking six/eight consecutive correct reading of the newly installed meter - with its daily/monthly Actual Average consumption where the point will be in regular use with its load may be includes some non-use periods (cultivated periods with load +non-cultivated periods with no load) which may be six to eight months to derive the actual average consumption for revision purpose & the complainant is supposed to pay the current bill in regular basis.
2. The Opposite party is directed not to consider the bill revision for the period revised earlier and adjust the revision as per law/for the period of penalty/in both cases, if any, as applicable as it has 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 benefits of OTS scheme and rebate thereof, if any, as applicable as it has 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 into 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, serve 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 at, 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 nine 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. Satpathy)

President
President

Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to:

1. Chaturbhuj Bhaïnsal, At/Po- Lahamani, Bomaloi, 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.3R-2(S), GRIDCO Colony, P.O:Bhoïnagar, 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.orerc.org under the "head "Cases->"GRF".