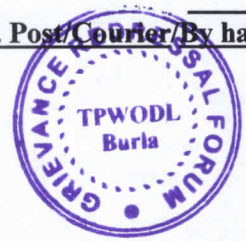


**Grievance Redressal Forum
TPWODL, BURLA**

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)



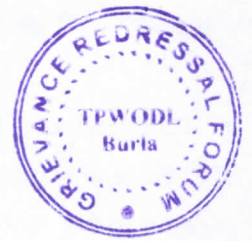
Ref: GRF/Burla/Div/SEED/ (Final Order)/ 1920 (4)

Date: 31/08/24

Present:

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

1	Case No.	BRL/505/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Trilochan Dhal C/O-Prafulla Dhal Pratapur Naktideol Dist-Sambalpur-768109	4160 0103 1877	8018739511	
3	Respondent/s	E.E. SEED, Sambalpur & S.D.O (E),Rairakhol		Division S.E.E.D, TPWODL, Sambalpur	
4	Date of Application	09.08.2024			
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	09.08.2024			
9	Date of Order	31/08/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



Appeared

For the Complainant- Trilochan Dhal
Represented by Prafulla Dhal

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

GRF Case No- BRL/505/2024

Trilochan Dhal
C/O-Prafulla Dhal
Pratapur
Naktideol
Dist-Sambalpur
Con No-4160 0103 1877

VRS

E.E. SEED, Sambalpur
&
SDO(Electrical), Rairakhol, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Prafulla Dhal on behalf of Trilochan Dhal has appeared in the hearing on Dt. 09.08.2024 at the camp held at ESO Office, Naktideol and submitted a written complaint wherein he has stated about billing dispute- average bill were served though meter was installed but proper billing was done after installation of new meter & hence, he has requested to revise/rectify the bill for average billing period.

SUBMISSION OF OPPOSITE PARTY

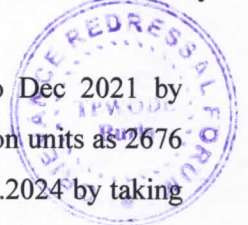
The opposite party has submitted a PVR carried out on Dt.15.08.2024 and consumer information sheet/WS in this case.

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.30.06,2016 as seen from FG/Samadhan App. The complainant has raised objection as mentioned in GIST with prayer to revise the bill. Meanwhile, the meter SI No WLT076109 was affected in billing since Nov 2017 as affected in billing in that month with actual KWh reading of 384 in Nov 2020. The PL bills were served from date of power supply to Nov 2021 except actual bill in Nov 2020 & Dec 2021. Since Jan 2022 to July 2023 other PL bills were served from Jan 2022 to 15.01.2024. The new meter SL No TWSC59002183 was installed on Dt.16.01.2024 with IMR '0' & MF 1. As verified from data base the MF was 3 for the old meter bearing SL No WLT076109. It is ascertained from the scrutiny that the consumption for the period from Nov 2017 to Dec 2021 to be units of 2676 (892x3) as the KWh reading in Dec 2021 was 892. Hence, revision is required to settle the billing dispute.

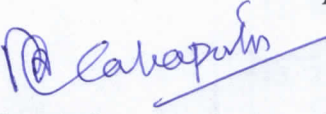
Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from Nov 2017 to Dec 2021 by considering the recorded consumption in meter SI No WLT076109 taking the consumption units as 2676 for the above periods and revises the bill for the period from Dt.16.01.2022 to Dt.15.01.2024 by taking IMR as '0' in 16.01.2024 & FMR as 141 on 07.07.2024 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions, if any, as per law.

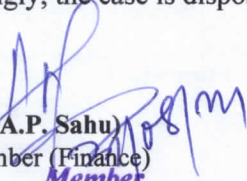
Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:




1. The Opposite Party is directed to revise the bill for the periods from Nov 2017 to Dec 2021 by considering the recorded consumption in meter Sl No WLT076109 taking the consumption units as 2676 for the above periods and revises the bill for the period from Dt.16.01.2022 to Dt.15.01.2024 by taking IMR as '0' in 16.01.2024 & FMR as 141 on 07.07.2024 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions ,if any, as per law.
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 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. Trilochan Dhal, C/O-Prafulla Dhal, Pratapur, Naktideol, Dist-Sambalpur
 2. Sub-Divisional Officer (Elect.) Rairakhol, TPWODL, 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.orierc.org under the "head "Cases-> "GRF".)