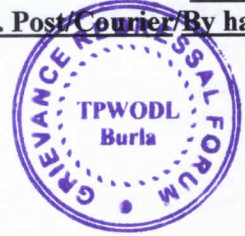


**Grievance Redressal Forum
TPWODL, BURLA**

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)/

1910(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/507/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Tribikram Dhal C/O-Trinath Dhal Pratapur Naktideol Dist-Sambalpur-768109	4164 3302 2656	9556496845	
3	Respondent/s	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- Tribikram Dhal
Represented by Trinath Dhal

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

GRF Case No- BRL/507/2024

Tribikram Dhal
C/O-Trinath Dhal
Pratapapur
Naktideol
Dist-Sambalpur
Con No-4164 3302 2656

COMPLAINANT

OPPOSITE PARTY

VRS

SDO(Electrical), Rairakhol, TPWODL.

GIST OF THE CASE

Trinath Dhal on behalf of Tribikram 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 bills were served from April 2023 to Oct 2023 & proper billing was done after installation of new on 31.10.2023 & has request to revise/rectify the bill for average billing period as mentioned.

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.

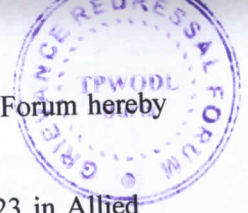
OBSERVATION

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-Allied Agriculture Activities consumer having CD of 2KW with date of initial power supply on Dt.28.11.2017 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. Meanwhile, the meter SI No 87970916 was installed on 31.10.2023 IMR '0' & MF 1 whereas earlier the meter SI No WLT074159 was continued in billing upto Feb 2023 with KWh reading of 6846 with billing unit 1130. Avg bills were served to the complainant from March 2023 to 30.10.2023. The above consumer was in commercial tariff upto June 2021 with KWh reading of 3794 and found OK. Further, it was also in commercial tariff for the month of July-Aug 2021 but bill generated as PL basis & thereafter since Sept 2021 to till date as allied agriculture activities as came to know from Samadhan App. So, the consumption from July 2021 to Feb 2023 should be 3052 units (6846-3794) & out of which the Avg consumption to be billed in commercial tariff for July-Aug 2021 and balance period to be considering as Allied Agriculture Tariff. During scrutiny of ledger, it is seen that PL bills were served from March 2023 to Aug 2023 yet to pending for revision. 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 Sept 2021 to Feb 2023 in Allied Agriculture Activities Tariff basing on the Actual Avg consumption so derived after spread over the consumption of 3052 units (6846-3794) in between the periods from July 2021 to Feb 2023- First Instance & for the period from July 2021 to Aug 2021 in commercial tariff as per the Actual Avg consumption as derived in first instance as well as for the period from March 2023 to 30.10.2023 as per consumption of new meter bearing SL No 87970916 w.r.t regulation 155 with the daily/monthly actual consumption thereof in Allied Agriculture Activities Tariff considering the adjustment of previous bill revision, if any, as per law.

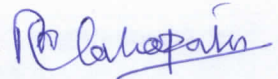
ORDER

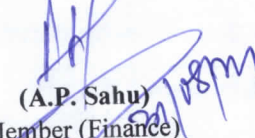
Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:




1. The Opposite Party is directed to revise the bill for the periods from Sept 2021 to Feb 2023 in Allied Agriculture Activities Tariff basing on the Actual Avg consumption so derived after spread over the consumption of 3052 units (6846-3794) in between the periods from July 2021 to Feb 2023- First Instance & for the period from July 2021 to Aug 2021 in commercial tariff as per the Actual Avg consumption as derived in first instance as well as for the period from March 2023 to 30.10.2023 as per consumption of new meter bearing SL No 87970916 w.r.t regulation 155 with the daily/monthly actual consumption thereof in Allied Agriculture Activities Tariff considering the adjustment of previous bill revision, 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


(A.P. Sahu)
Member (Finance)
Member


A.K. Satapathy
(President)
President
Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to:-
Grievance Redressal Forum
TPWODL, Burla - 768017

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Tribikram Dhal, C/O-Trinath Dhal, Pratapur, Naktideoi, 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".)