

**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)

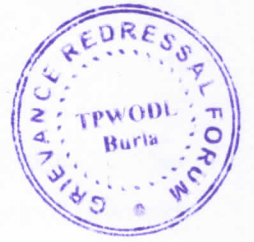
Ref: GRF/Burla/Div/SEED/ (Final Order)/ 1917 (4)

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/508/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Ramchandra Pradhan C/O-Arshita Pradhan At-Kello, Po-Ballam Dist-Sambalpur	4164 3306 0797	8895621520	
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			

Place of Camp: ESO Office, Naktideol, TPWODL



Appeared

For the Complainant- Ramchandra Pradhan
Represented by Arshita Pradhan

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

GRF Case No- BRL/508/2024

Ramchandra Pradhan
C/O-Arshita Pradhan
At-Kello, Po-Ballam
Dist-Sambalpur
Con No-4164 3306 0797

VRS

SDO(Electrical), Rairakhol, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Arshita Pradhan on behalf of Ramchandra Pradhan has appeared in the hearing on Dt. 09.08.2024 at the camp held at ESO Office, Naktideol and submitted a written complaint wherein she has stated about billing dispute- a bill of Rs.56000.00 is wrong according to her & has request to revise/rectify the same.


SUBMISSION OF OPPOSITE PARTY

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

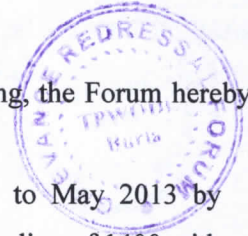
OBSERVATION

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-DOM consumer having CD of 0.5KW with date of initial power supply on Dt.06.10.2008 through meter SL No 32192A but Act/PL/Avg bills were served & the actual reading was 1400 KWh with billing units 82 on Dt.15.06.2013 (May 2013) but adjustment has not done accordingly as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. It is also seen that the meter SL No 26202239 was affected in billing in Dec 2011. As observed Avg bills were served to the complainant from June 2013 to Nov 2023. Mostly arrear is showing in the billing due to irregular payment by the complainant. However, some 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 Dec 2011 to May 2013 by considering the recorded reading in meter Sl No 26202239 by spread over the KWh reading of 1400 with IMR as '0' in between the periods & also for the period from June 2016 to May 2018 by taking IMR as 20 in Jan 2024 & FMR as 195 in June 2024 w.r.t. consumption recorded in meter SL No TWNS512895 was installed & effected in billing with the daily/monthly actual consumption thereof considering the adjustment of previous bill revision, if any, as per law.


President
Grievance Redressal Forum
TPWODL, Burla - 768017

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 Dec 2011 to May 2013 by considering the recorded reading in meter SI No 26202239 by spread over the KWh reading of 1400 with IMR as '0' in between the periods & also for the period from June 2016 to May 2018 by taking IMR as 20 in Jan 2024 & FMR as 195 in June 2024 w.r.t. consumption recorded in meter SL No TWNS512895 was installed & effected in billing with the daily/monthly actual consumption thereof 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

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. Ramchandra Pradhan, C/O-Arshita Pradhan, At-Kello, Po-Ballam, 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: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".)