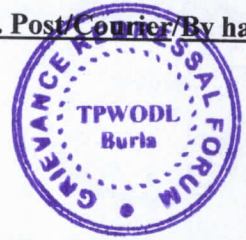


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 2077 (4)

Date: 30/09/24

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

1	Case No.	BRL/700/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Anupama Mohanty C/O-Rakesh Mohanty Near Kalibadi, VSS Marg Po/Dist- Sambalpur-768001.		4161-3308-0235	9437050115
3	Respondent/s	SDO(Electrical),Bhutapada, TPWODL		Division S.E.E.D, TPWODL, Sambalpur	
4	Date of Application	21.09.2024			
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	21.09.2024			
9	Date of Order	30/09/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



Appeared

For the Complainant- Anupama Mohanty
Represented by Rakesh Mohanty

For the Respondent - SDO(Elect.), Bhutapada, TPWODL, Sambalpur.

GRF Case No- BRL/700/2024

Anupama Mohanty
C/O-Rakesh Mohanty
Near Kalibadi, VSS Marg
Po/Dist- Sambalpur-768001
Consumer No.- 4161-3308-0235

COMPLAINANT

VRS

SDO(Elect.), Bhutapada, TPWODL, Sambalpur

OPPOSITE PARTY

GIST OF THE CASE

Rakesh Mohanty on behalf of Anupama Mohanty has appeared in the hearing on Dt. 21.09.2024 at the camp held at ESO Office, Bhutapada and submitted a written complaint wherein he has stated that "average reading & bill was given to me. All bill was Paid on time. All of a sudden amount of Rs.118000.00 is being billed by saying we could not find the meter since last few years" & requested to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted Sundry Adjustment Cover Sheet & Calculation Sheet consumer history from April-2018 to Feb-2023, photocopy of a PVR carried out on Dt. 27.10.2024 & photo prints of meter has submitted 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 2KW with date of initial power supply on Dt.05.01.2008 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 meter with SI No WCS03588 was affected in billing Since March 2015 & is continuing till date. However, it is seen that Avg were served to the complainant for the period from Sept-2016 to May 2023 although the meter was functioned properly but meter readers were not taken the reding even if the premises is situated in a township area & the opposite party also remain silent despite verification thereon. After lapses of years the complainant saw about the mistake & found that there was a meter reading of 38478 KWh in the above meter which reported in the PVR on 27.10.2023 with the declaration that the meter condition is OK where found the PVR was also sign by Mr. Rakesh Mohanty for more confirmation the opposite party has submitted the photocopy of meter along with reading thereon. Considering the meter reading, the opposite party has revised the bill of the complainant for the period from Sept 2016 to Sept 2023 taking IMR as 2372 KWh and FMR as 38478 on 27.10.2023 and debited Rs.107637.08 in the billing o the complainant i.e, supressed reading has been billed considering the consumption in between the periods. It is a matter of question the reading up to 2372 KWh might not be correct although in actual form & exactly the date/month/period may not be traceable by of the either party & in absence of these activities the Forum believes that the consumption units should be spread over in between the periods from date of installation of meter to date of physical verification to ascertain the current billing with adjustment of previous revision has already been done by opposite party. During course of hearing the complainant has also prayed for allow of instalment facility to be consider b opposite party on writtin approached thereon.

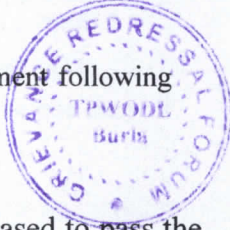
Hence it is the opinion of the Forum that the opposite party will take the following steps for rectification/revision of the bill with extend the support for other prayers by the complainant

- I. Revise the bill for the period from March 2015 to 27.10.2023 considering the recorded consumption in meter SL No WCS03588 with IMR '0' and FMR 38478 by spread over the reading over the above periods basing on the Actual Avg consumption with tariff applicable from time to time.
- II. Adjust the earlier revision amount of Rs.107637.08 as has already been debited & accordingly effect in the ledger following the principle & law in force either by withdrawing the excess debit or adding the less debit as the case may be.
- III. On written request of complainant, the opposite party may allow suitable instalment following departmental procedure so that the complainant will clear the bill.

ORDER

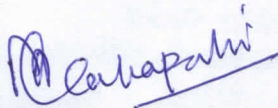
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

1. The Opposite Party is directed to act as per following guidelines
 - I. Revise the bill for the period from March 2015 to 27.10.2023 considering the recorded consumption in meter SL No WCS03588 with IMR '0' and FMR 38478 by spread over the reading over the above periods basing on the Actual Avg consumption with tariff applicable from time to time.
 - II. Adjust the earlier revision amount of Rs.107637.08 as has already been debited & accordingly effect in the ledger following the principle & law in force either by withdrawing the excess debit or adding the less debit as the case may be.
 - III. On written request of complainant, the opposite party may allow suitable instalment following departmental procedure so that the complainant will clear the bill.
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, taken 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.



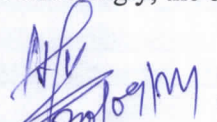
(B. Mahapatra)

(Co-Opted Member)

Co-opted Member

Grievance Redressal Forum
TPWODL, Burla - 768017

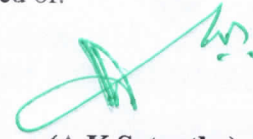
Copy to:



(A.P. Sahu)

Member (Finance)
Member

Grievance Redressal Forum
TPWODL, Burla - 768017



(A.K. Satpathy)

President
President

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Anupama Mohanty, C/O-Rakesh Mohanty, Near Kalibadi, VSS Marg Po/Dist- Sambalpur-768001.
2. Sub-Divisional Officer (Elect.), Bhutapada, 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: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".

