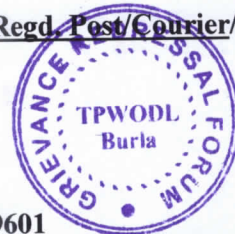


**Grievance Redressal Forum
TPWODL, BURLA**

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.Satpathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)



Ref: GRF/Burla/Div/SEED/ (Final Order)/ 1376 41

Date: 30/1/2024

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

1	Case No.	BRL/1/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Bideshi Tripathy C/O-Sri Sunil Kumar Tripathy JadumaniPatna, Rairakhol Dist-Sambalpur		4164-3103-0020	7978347415
3	Respondent/s	S.D.O (E),Rairakhol		Division S.E.E.D, TPWODL, Sambalpur	
4	Date of Application	01.01.2024			
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	11.01.2024			
9	Date of Order	30/01/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: GRF Office, TPWODL, Burla

appeared



For the Complainant- Sri Bideshi Tripathy
Represented by Sri Sunil Kumar Tripathy

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

GRF Case No- BRL/1/2024

Sri Bideshi Tripathy
C/O-Sri Sunil Kumar Tripathy
Jadumani Patna, Rairakhol
Dist-Sambalpur
Consumer No.- 4164-3103-0020

COMPLAINANT

VRS

(1) SDO (Electrical), Rairakhol, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Sunil Kumar Tripathy representative of Consumer No 4164-3103-0020 stands in the name of Sri Bideshi Tripathy is a domestic consumer. He has submitted a written complain wherein he stated about billing dispute & for release of new service connection in his name during course of hearing. Hence, he requests to revise/rectify the bill as well as consider to release the NSC.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted the consumer information sheet provided by this Forum with remarks to revise the bill from May-2014 to April-2016 along with the ledger from Apr-20026 to July-2020 & not submitted any PVR, W/S & other documents 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 2kw with date of initial power supply 01.01.1990 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill & also expressed the displeasure for non-release of a new service connection in his name. The opposite party has done the revision & withdrawn an amount of Rs.9873.00 with effect in billing by giving credit sundry. The above complainant has been served PL/vg bills for the period from Jan-Feb-2001 to Apr-2016. The meter SI No WUV04856 was effected in billing since May-2016. During course of hearing the complainant has raised objection on efficiency of the meter & its recording consumption & agreed for testing of meter by paying testing fees with reference to Regulation 107. In the time of discussion during hearing the complainant has stated that they two bothers & the mentioned power supply is using by both of them & at hat time prayed before the Forum for consideration of NSC in his name. In this connection this Forum believes that by following Regulation 17(i) & 17 (iii). As per discussion during hearing, the complainant has also paid Rs.40000.00 on 23.01.2024 as seen from the FG data base.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the period from May-2014 to Apr-2016 considering the recorded consumption in meter SI No WUV048565 taking the IMR as '364' in June-2016 and FMR as 1586 in Nov-2016 with its daily/monthly actual average consumption. Meter to be tested with reference to Regulation 107 after accepting testing fee as applicable. Further, finalize the

outstanding dues after revision as per regulation 17(i) & distribute amount among the brothers equally with reference to regulation 17(iii) taking affidavit/court order/document of metes & bounds as the case may be as made available with the complainant & accordingly the opposite party will consider the NSC in name of the complainant where the exiting power supply to be continued as it is & the opposite party try to collect the same from the user or otherwise disconnection the power supply by serving notice with reference to law.

ORDER



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

1. The Opposite Party is directed to: -
 - (a) Revise the bill for the period from May-2014 to Apr-2016 considering the recorded consumption in meter SI No WUV048565 taking the IMR as '364' in June-2016 and FMR as 1586 in Nov-2016 with its daily/monthly actual average consumption.
 - (b) Meter to be tested with reference to Regulation 107 after accepting testing fee as applicable.
 - (c) Finalize the outstanding dues after revision as per regulation 17(i) & distribute the amount among the brothers equally with reference to regulation 17(iii) taking affidavit/court order/document of metes & bounds as the case may be as made available with the complainant.
 - (d) Consider the NSC in name of the complainant where the exiting power supply to be continued as it is.
 - (e) Collect the outstanding stand in the consumer No **4164-3103-0020** from the user or otherwise disconnection the power supply by serving notice with reference to law.
2. The Opposite party is directed not to consider the bill revision for the period already revised earlier/for the period of penalty/in both cases if any as applicable as 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 OTS scheme and rebate thereon if any as applicable as 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 in to 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, served 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, 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.

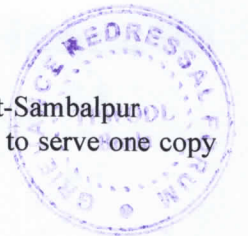
(B. Mahapatra)
(Co-opted Member)
Grievance Redressal Forum
TPWODL, Burla - 768017

(A.P. Sahu)
Member (Finance)
Grievance Redressal Forum
TPWODL, Burla - 768017

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

Copy to: -

1. Sri Bideshi Tripathy , C/O-Sri Sunil Kumar Tripathy, JadumaniPatna, Rairakhol, Dist-Sambalpur
2. Sub-Divisional Officer (Elect.), Rairakhol, 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”.)