

**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/DED/ (Final Order)/ 1490 (4)

Date: 27/02/24

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

1	Case No.	BRL/113/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Prafulla Dehury Secy. Sendha-I OLIC point, At/Po- Sendha, Gambharipal, Dist- Deogarh.	4140-0106-0042	8895397427	
3	Respondent/s	EE(Electrical),DED, TPWODL	Division D.E.D, TPWODL, Deogarh		
4	Date of Application	18.01.2024			
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	18.01.2024			
9	Date of Order	27/02/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Budhapal, TPWODL, Deogarh.

Appeared

For the Complainant- Sri Prafulla Dehury, Secy. Sendha-I,OLIC point
For the Respondent - EE(Elect.),DED, TPWODL, Deogarh.



GRF Case No- BRL/113/2024

(1) Sri Prafulla Dehury
Secy. Sendha-I OLIC point,
At/Po- Sendha, Gambharipal,
Dist- Deogarh.
Consumer No.- 4140-0106-0042

COMPLAINANT

VRS

(1) EE(Elect.),DED, TPWODL, Deogarh

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Sri Prafulla Dehury, Secy. Sendha-I,OLIC point bearing Consumer No **4140-0106-0042** under DED, TPWODL, Deogarh stated about billing dispute.

Hence, the Complainant prayed before the Forum to consider his case for revision/rectification.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted the ledger copy for the period from May'2001 to Sep'2023 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 an Irrigation Pumping and Agriculture consumer having CD 10kw with date of initial power supply 01.05.2001 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. There was average billing from May'2001 to Dec'2022 excluding the LD periods. A new meter was installed bearing meter sl. no."10030622" on 03.02.2023 and thereafter continues the actual billing. So, required revision to settle the billing dispute.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill as per Reg.155 of OERC (Conditions of Supply) Code,2019 taking consumption of 06months in new meter bearing meter sl. no."10030622" with the actual monthly average consumption except LD periods.

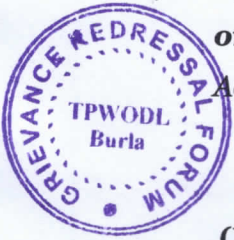
ORDER

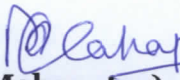
Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:

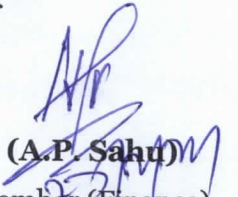
- 1. The Opposite Party is directed to revise the bill of the consumer as per Reg.155 of OERC (Conditions of Supply) Code,2019 taking consumption of 06months in new meter bearing meter sl. no."10030622" with the actual monthly average consumption except LD periods.*
- 2. The Opposite party is directed not to consider the bill revision for the period already revised earlier and adjust the revision as per law/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)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017


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

- Copy to:** - (1) Sri Prafulla Dehury, Secy. Sendha-I,OLIC point, At/Po- Sendha, Gambharipal, Dist- Deogarh.
(2) Sub-Divisional Officer (Elect.), Deogarh,TPWODL, Deogarh with the direction to serve one copy of the order to the Complainant/Consumer.
(3) Executive Engineer (Elect.), DED, TPWODL, Deogarh.
(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".