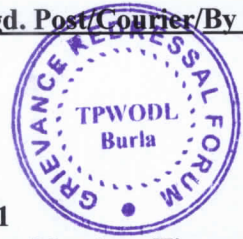


**Grievance Redressal Forum
TPWODL, BURLA**

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)

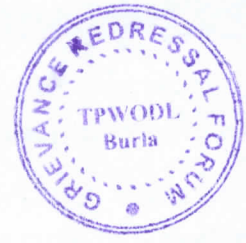


Ref: GRF/Burla/Div/SEED/ (Final Order)/ 1387(4)

Date: 30/01/2024

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

1	Case No.	BRL/12/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Satyanarayan Pandey C/O-Sri Pradeep Ku Pandey Golabandh, Dhanupali Dist-Sambalpur	4162-3102-0530	9437054527	
3	Respondent/s	S.D.O (E),Dhanupali	Division S.E.E.D, TPWODL, Sambalpur		
4	Date of Application	13.12.2023			
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	13.12.2023			
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: SDO Office, Dhanupali, TPWODL

Appeared

For the Complainant- Sri Satyanarayan Pandey
Represented by Sri Pradeep Ku Pandey

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

GRF Case No- BRL/12/2024

(1) Sri Satyanarayan Pandey
C/O-Sri Pradeep Ku Pandey
Golabandh, Dhanupali
Dist-Sambalpur
Consumer No.- 4162-3102-0530

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

Sri Pradeep Ku Pandey representative of Consumer No 4162-3102-0530 stands in the name of Sri Satyanarayan Pandey bearing is a domestic consumer with CD 0.5KW and date of supply release is 16.01.2019. He has submitted a written complain wherein he stated about billing dispute. Hence, he requests to revise/rectify the bill.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted the PVR carried on 08.01.2024 & no other documents have been 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 0.5kw with date of initial power supply 16.01.2019 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill & also expressed the displeasure. The meter SI No WLT118615 was installed on 20.09.2021 with IMR '0'. Average/PI bills were served from 16.01.2019 to Sept-2023 (12.10.2023). The opposite party has already been revised the bill for the period from Sept 2021 to Sept 2023 (20.09.2021 to 27.10.2023) for delay meter updating & debited an amount of Rs.152633.31 with KWh reading of 25964 on 27.10.2023 in reference consumption recorded in Meter SI No WLT118615 which has done correctly in accordance to regulation for which the complainant is liable to pay the same. So, required bill revision for settlement of the billing dispute for other periods.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the period from 20.09.2019 to 19.09.2021 considering the recorded consumption in meter SI No WLT118615 taking the IMR as '0' on 20.09.2021 and FMR as 25964 on 27.10.2023 with its daily/monthly actual average consumption & the complainant is liable to pay the revised bill accordingly. The addition of Rs.152633.31 is correct & hence no need of any bill revision in this case.


ORDER

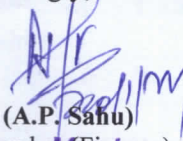



After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

1. The Opposite Party is directed to revise the bill for the period from 20.09.2019 to 19.09.2021 considering the recorded consumption in meter SI No WLT118615 taking the IMR as '0' on 20.09.2021 and FMR as 25964 on 27.10.2023 with its daily/monthly actual average consumption & the complainant is liable to pay the revised bill accordingly.
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

1. Sri Satyanarayan Pandey, C/O-Sri Pradeep Ku Pandey, Golabandh, Dhanupali, Dist-Sambalpur
2. Sub-Divisional Officer (Elect.), Dhanupali, 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: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.orerc.org under the "head "Cases-> "GRF".)