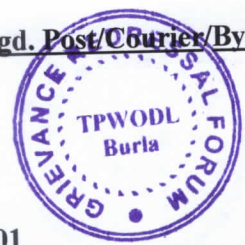


**Grievance Redressal Forum
TPWODL, BURLA**

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/SED/ (Final Order)/ 1389(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/14/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Subal Padhi 2R-3CCBF, Chipilima, Burla Dist-Sambalpur	4118-3101-0016	7077850572	
3	Respondent/s	S.D.O (E),Hirakud	Division S.E.D, TPWODL, Sambalpur		
4	Date of Application	28.12.2023			
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
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	28.12.2023			
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: ESO Office, Chipilima, TPWODL

Appeared

For the Complainant- Sri Subal Padhi

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



GRF Case No- BRL/14/2024

(1) Sri Subal Padhi
2R-3CCBF, Chipilima, Burla
Dist-Sambalpur
Consumer No.- 4118-3101-0016

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

Sri Subal Padhi bearing Consumer No 4118-3101-0016 is a domestic consumer. 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 inspection report carried on 03.01.2019 & ledger from April-2018 to Nov-2023 & 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 3Kw 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 the period during 2017-18. During course of verification, it is seen that an inspection has been done on 03.01.2019 & finalize the penalty amount for Rs.15768.00 as well as also come to the notice of the Forum that PI/Avg bills were served during Dec-2015 to Aug-2019 seems to be high @ 432/324 etc monthly/bimonthly as compare the consumption recorded in the Meter SI No LW296985 was effected in billing in Sept-2019. The ledger is showing that an amount of Rs.40346.00 ha already been debited to the complainant in May-2019 although final assessment has done for Rs.15768.00 & the excess debit amount of Rs.24618.00 at present continued in billing instead of withdrawal 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 June 2016 to May-2018 considering the recorded consumption in meter SI No LW296985 taking the IMR as '362' in Oct-2019 and FMR as 1051 in April-2020 with its daily/monthly actual average consumption. Further credit sundry for differential excess debit in billing of Rs.24618.00 to be taken care for withdrawal along with DPS & other charges if levied as per applicability.

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 revise the bill for the period from June 2016 to May-2018 considering the recorded consumption in meter SI No LW296985 taking the IMR as '362' in Oct-2019 and FMR as 1051 in April-2020 with its daily/monthly actual average consumption. Further credit sundry for differential excess debit in billing of Rs.24618.00 to be taken care for withdrawal along with DPS & other charges if levied as per applicability.
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 Subal Padhi, 2R-3CCBF, Chipilima, Burla, Dist-Sambalpur
2. Sub-Divisional Officer (Elect.), Hirakud, TPWODL, Sambalpur with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), SED, 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:Bhoynagar, 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".)