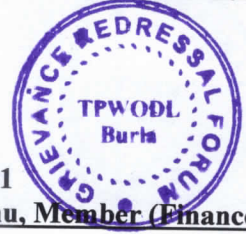


Grievance Redressal Forum
TPWODL, BURLA

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/SED/ (Final Order)/ 1544 (4)

Date: 29/02/2024

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

1	Case No.	BRL/140/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Manoranjan Ray At/Po- Ladukhai, Gosala, Dist- Sambalpur.		4118-3303-0225	9937135619
3	Respondent/s	SDO(Electrical), Hirakud, TPWODL		Division S.E.D, TPWODL, Sambalpur	
4	Date of Application	15.02.2024			
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	15.02.2024			
9	Date of Order	29/02/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Gosala, TPWODL, Sambalpur.

Appeared

For the Complainant- Sri Manoranjan Ray

Represented by Sri Manoj Ojha

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



GRF Case No- BRL/140/2024

(1) Sri Manoranjan Ray
At/Po- Ladukhai Gosala,
Dist- Sambalpur.
Consumer No.- 4118-3303-0225

COMPLAINANT

VRS

(1) SDO(Elect.), Hirakud, TPWODL, Sambalpur

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Sri Manoranjan Ray bearing Consumer No **4118-3303-0225** represented by Sri Manoj Ojha under SED, TPWODL, Sambalpur has raised objection on 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 PVR dtd. 17.02.2024 and w/s in this case.

OBSERVATION

The case is pursued with all documents available in records (FG data base and Samadhan App) and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-GP consumer having CD 6kw with initial date of p/s 15.01.2004 as seen from the FG data base. The meter sl. no."WPM306291" and "WLT269298" was installed on 16.11.2018 and 25.12.2021 with IMR as "1" & "zero" and MF as "1" each respectively with old kwh "6500" as seen from FG/Samadhan App. Bill revision has already been done for delay meter updating for Nov'2021 to Aug'2022 (25.12.2021 to 09.09.2022)and debited of Rs 49,113.45/- and also billing has been done as per meter reading and debited an amount of Rs1,89,588.56/-. The Forum has seen that the PVR dtd. 13.10.2022/meter photo was uploaded in FG and found that the reading was "17157" on that date. As observed actual bill has been served upto Sep'2019(24.10.2019) for kwh reading of "6500" with reference to meter sl. no." WPM306291". PL bills were served from Oct'2019 (25.10.2019) to Nov'2021(24.12.2021). In Apr'2022 (18.05.2022), the kwh reading was "7788" with reference to meter sl. no." WLT269298" which meant for the period 24.12.2021 to 18.05.2022. During hearing the complainant has asked to pay Rs 50000/- immediately out of the total outstanding dues for which both parties have agreed where the complainant has also requested to allow 05 equal instalments to clear the dues as high billing served at a time and continued with financial crunch but committed to clear the dues within time stipulation of the instalments and on non-payment of instalments within time limitation the p/s to be disconnected by opposite party serving further notice thereon. In accordance to direction over the hearing, the complainant has paid Rs 50000/-on 15.02.2024 (on the camp date). As seen the CD was 06kw which to be verified further by opposite party and accordingly provide 03 phase supply to the complainant observing the departmental formalities and with reference to regulation. So, for settlement of the dispute bill revision is required.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill for the period from 25.12.2021 to 13.10.2022 taking the IMR as "zero" kwh and FMR as "17157" kwh basing on the consumption recorded in meter sl. no. "WLT269298" and the daily/monthly actual average consumption thereof and for the period from 25.10.2019 to 24.12.2021 as per the daily/monthly actual average consumption derived in earlier revision with adjustment of the bill revision done earlier and effect to be given accordingly. Besides, these 05 equal instalments to be allowed to the complainant to clear the dues with the direction not to disconnect the p/s but on failure of the payment of instalments as per time stipulation the p/s may be disconnected as per IEA,2003 of sec.56(i) by serving DC notice. The complainant is supposed to pay the dues along with current bill within time stipulation to avoid disconnection. Further, the complainant is advised to apply for 03phase connection and the opposite party is supposed to do that after due physical verification as because the CD is 06kw.

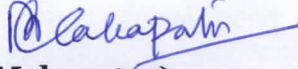
ORDER

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 for the period from 25.12.2021 to 13.10.2022 taking the IMR as "zero" kwh and FMR as "17157" kwh basing on the consumption recorded in meter sl. no. "WLT269298" and the daily/monthly actual average consumption thereof and for the period from 25.10.2019 to 24.12.2021 as per the daily/monthly actual average consumption derived in earlier revision with adjustment of the bill revision done earlier and effect to be given accordingly. Besides, these 05 equal instalments to be allowed to the complainant to clear the dues with the direction not to disconnect the p/s but on failure of the payment of instalments as per time stipulation the p/s may be disconnected as per IEA,2003 of sec.56(i) by serving DC notice the opposite party is supposed to do that after due physical verification as because the CD is 06kw.*
2. *The complainant is directed to apply for 03phase connection and to pay the dues along with current bill within time stipulation to avoid disconnection.*
3. *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.*
4. *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.*
5. *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.*
6. *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.*

7. 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.
8. 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



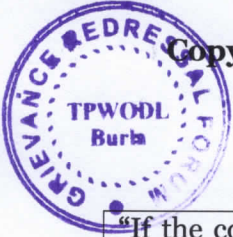
(A.P. Sahu)

Member (Finance)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017



(A.K. Satpathy)

President
President
Grievance Redressal Forum
TPWODL, Burla - 768017



- Copy to:** - (1) Sri Manoranjan Ray, At/Po- Ladukhai Gosala, Dist- Sambalpur.
(2) Sub-Divisional Officer (Elect.), Hiraakud, 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: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.orerc.org under the "head "Cases->"GRF".