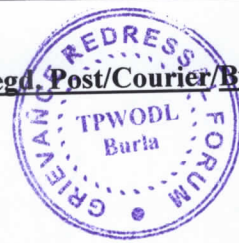


By Regd. Post/Courier/By hand



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

Ref: GRF/Burla/Div/SEED/ (Final Order)/ 1522 (4)

Date: 29/02/2024

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

1	Case No.	BRL/142/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Prem Ranjan Pattnaik At/Po- Gaity Road, Gole bazar, Dist- Sambalpur.	4161-3412-0202	8144977575	
3	Respondent/s	SDO(Electrical) Bhutapada, TPWODL		Division S.E.E.D, TPWODL, Sambalpur	
4	Date of Application	12.02.2024			
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	12.02.2024			
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, Gole Bazar, TPWODL, Sambalpur.

Appeared

For the Complainant- Prem Ranjan Pattnaik
Represented by M.Altaz

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



GRF Case No- BRL/142/2024

(1) Sri Prem Ranjan Pattnaik
At/Po- Gaity Road, Gole bazar,
Dist- Sambalpur.
Consumer No.- 4161-3412-0202

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Sri Prem Ranjan Pattnaik bearing Consumer No **4161-3303-0522** represented by M.Altaz under SEED, TPWODL, Sambalpur 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 copy of ledger, DC/RC register, PVR dtd.09.02.2024, photograph of meter & 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 1kw with initial date of p/s 31.12.1999 through meter sl. no."WESCO0224269" as seen from the FG data base. As seen, actual bill was served in Sep'2022 with kwh reading of "8291" where found PL/Avg. bills were served for the period from Aug'2008 to Oct'2008. The meter sl. no."332851" was effected in billing in Aug'2009. The PVR of field officer of ESO,Goel Bazar dtd.09.02.2024 has been seen where mentioned that the p/s was disconnected on 26.03.2017 and reconnected on 28.07.2022 with reading of "7452" kwh after taking reconnection charges of Rs 354/- vide MR no. B68843015. The opposite party has submitted the photograph of the meter where the reading is not visible except meter sl. no. In connection to DC/RC the opposite party has submitted the DC/RC register with due certification by ESO,Goel bazar where it is seen that the LD was on 26.03.2017 and RC was 18.07.2022 which proved the DC period from 26.03.2017 to 18.07.2022 and the same was also effected in the billing data base as seen from the ledger but without fixed cost. To rectify the billing dispute bill revisions are required.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill by spread the kwh reading of "8291" over the periods from Aug'2009 to Sep'2022 except LD periods (from 26.03.2017 to 18.07.2022) basing on the consumption recorded in meter sl. no."332851" taking the IMR as "zero" kwh with its daily/monthly actual average consumption thereof.

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 by spread the kwh reading of "8291" over the periods from Aug'2009 to Sep'2022 except LD periods (from 26.03.2017 to 18.07.2022) basing on the consumption recorded in meter sl. no." 332851" taking the IMR as "zero" kwh with its daily/monthly actual average consumption thereof.
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)
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 Prem Ranjan Pattnaik, At/Po- Gaity Road, Gole bazar, Dist- Sambalpur.
(2) Sub-Divisional Officer (Elect.) Bhutapada, 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".