

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

Ref: GRF/Burla/Div/SEED/ (Final Order)/ 1727 (4)

Date: 30/04/24

Present:

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

1	Case No.	BRL/299/2024			
2	Complainant/s`	Name & Address	Consumer No	Contact No.	
		Udhaba Sahu C/O-Pramod Ku Sahu At-M.Gunderpur Po-M.Gunderpur Dist-Sambalpur-768005	4162-3104-0123	6370935847	
3	Respondent/s	S.D.O (E),Dhanupali	Division S.E.E.D, TPWODL, Sambalpur		
4	Date of Application	07.03.2024			
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	07.03.2024			
9	Date of Order	30/04/24			
10	Order in favour of	Complainant	Respondent	Others	
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Sahaspur, TPWODL

Appeared

For the Complainant- Sri Rakesh Sahu
Represented by Pramod Ku Sahu (Son of the Consumer)

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

GRF Case No- BRL/299/2024

Udhaba Sahu

C/O-Pramod Ku Sahu

At-M.Gunderpur

Po-M.Gunderpur

Dist-Sambalpur-768005

Consumer No.- 4162-3104-0123

VRS

SDO (Electrical), Dhanupali, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Pramod Ku Sahu on behalf of consumer Udhaba Sahu appeared on Dt. 07.03.2024 at the camp held at ESO Office, Sahaspur and submitted a written complaint wherein he has stated billing dispute & request to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has not submitted any relevant documents 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 2KW 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. Meanwhile, the meter SI No WLT188528 & TWSP510026401 was installed on 11.08.2020 & 22.09.2023 respectively with IMR '0' & MF 1 where found that the KWh reading in meter SL No WLT188528 was 13647. The meter SL No WLT188528 was effected in billing in 12.01.2021 (18.12.2020) April-2023. As seen from meter photo the KWh reading was 12176 on 09.05.2023 and 13647 on 10.09.2023. The Kwh reading was 9940 with billing unit 9630 in the billing month Sept-2022 (17.10.2022) and hence, served the current bill for Rs.43507.42 where seen the opening balance was -0.34 paise after adjustment of an amount of Rs.8554.28 towards PL bills. But the billing units was- 773, 601, 559 etc in billing month Nov-2022, Jan -2023 & May-2023. It is the feeling of the Forum that neither the meter readers were served the bill on regular basis with proper meter reading nor the opposite party has pay any attention to regularise the irregular billing pattern and hence, it has happen. Hence, revision is required to settle the billing dispute.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from 18.12.2020 to 10.09.2023 by spread over the reading of 13647 units with IMR '0' in reference to consumption recorded meter SI No WLT188528 but with due verification of meter installation protocol by opposite party and also show the meter & reading to the complainant for better confirmation with obtaining acknowledgement thereon for future record & reference with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any. The opposite party is also verify the load & update in date base accordingly.

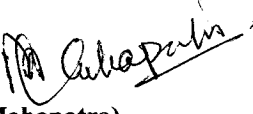
This forum prefers to pass the order as exparte to avoid delay in absence of documentary evidence required for the purpose as not submitted yet despite intimation to opposite party.

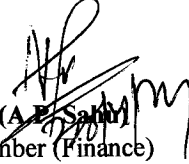
ORDER


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 periods from 18.12.2020 to 10.09.2023 by spread over the reading of 13647 units with IMR '0' in reference to consumption recorded meter SI No WLT188528 but with due verification of meter installation protocol by opposite party and also show the meter & reading to the complainant for better confirmation with obtaining acknowledgement thereon for future record & reference with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any. The opposite party is also verify the load & update in date base 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)


(A.K. Satapathy)
Member (Finance)


A.K. Satapathy
(President)

Copy to: -

1. Udhaba Sahu, C/O-Pramod Ku Sahu, At-M.Gunderpur, Po-M.Gunderpur, Dist-Sambalpur-768005
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".)