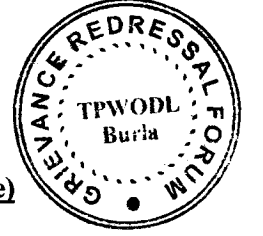


Grievance Redressal Forum
TPWODL, BURLA
 Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
 Burla, Sambalpur, Pin- 768017
 Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601
Bench: A.K.Satpathy, President and A.P.Sahu, Member (Finance)



Ref: GRF/Burla/Div/SEED/ (Final Order)/ 1720 (2)

Date: 30/04/24

Present: Sri A.K.Satpathy, President.
 Sri A.P.Sahu Member(Finance).

1	Case No.	BRL/323/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Bhagirathi Seth At/Po- Kadalipada, Rengali, Dist- Sambalpur.		4163-3542-0160	
3	Respondent/s	SDO(Electrical) Rengali, TPWODL, Sambalpur		Division S.E.E.D, TPWODL, Sambalpur	
4	Date of Application	09.04.2024			
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	√	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	09.04.2024			
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: SDO Office, Rengali, TPWODL, Sambalpur.

Appeared

For the Complainant- Sri Bhagirathi Seth

Represented by Debaki Seth

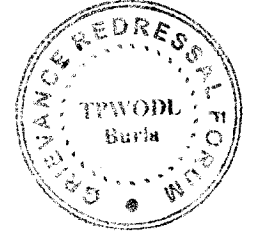
For the Respondent - SDO(Elect.) Rengali,TPWODL,Sambalpur.

GRF Case No- BRL/323/2024

(1) Sri Bhagirathi Seth
At/Po- Kadalipada,Rengali,
Dist- Sambalpur.
Consumer No.- 4163-3542-0160

VRS

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



COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Sri Bhagirathi Seth bearing Consumer No **4163-3542-0160** represented by Debaki Seth under SEED, TPWODL, Sambalpur stated about billing dispute and release of new power supply.

Hence, the Complainant prayed before the Forum to consider his case for revision/rectification.

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 (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-domestic consumer having CD 3kw with initial date of p/s 01.01.1990 as seen from the FG data base. The complainant has raised objection on billing dispute. As seen from the billing data, the p/s has been disconnected since Sep-Oct'2023 whereas PL/Avg. bills were served from Dec'2022 to Aug'2023 stating as no display. During the course of hearing, suspect has been arised in the mind of the Forum and immediately ordered to take the meter reading after effecting temporary p/s where it is found that the meter was ok and the reading was "29365" kwh on 09.04.2024(seen from the data in the mobile) but not submitted the printed sheet along with PVR by opposite party. Although, the meter reading was "29365" kwh on 09.04.2024 in reference to consumption recorded in meter sl. no."WCS04343" was effected in billing in Feb'2015 and continued till date but the complainant has been billed for reading of "29390" which is treated as unfair practice by opposite party and for act of this the complainant is suffering. During hearing and interaction with both parties the Forum came to know that they have two sons of consumer Bhagirathi Seth and also prayed for release of new service connection in the name of the complainant. From the act of billing, it is feeling of the Forum that, the bills were served on the basis of table reading although marked as actual which seems to be improper. In this case, both parties have to refer Reg.17(i) and 17(iii) of OERC Distribution (Conditions of Supply) Code,2019. As per Reg.17(i) the complainant should clear the dues of outstanding in the above consumer no. followed by Reg.17(iii), the share out of the total i.e 50% of the outstanding (due to 02sons of the consumer) but after revision thereon. As verified no much revision for withdrawal is there except a small revision. So, for settlement of the dispute bill revision is required.

As the opposite party has not submitted the PVR, w/s etc required for the purpose and to avoid delay this Forum prefers to pass the order as ex-parte with warning to the opposite party not to repeat the same henceforth.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill for the period from Feb'2015 to 09.04.2024 except the LD periods (from Sep-Oct'2023 to Mar'2024) basing on the consumption recorded in meter sl. no." WCSO4343" taking the IMR as "0" kwh by spread over the kwh reading of "29365" in between the periods with its daily/monthly actual average consumption thereof and release the new service connection accepting 50% of the outstanding dues after revision as per above instructions. The complainant is supposed to deposit the 50% of the outstanding dues after revision to avail the opportunities of new service connection followed by submission of required affidavit to opposite party.

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 Feb'2015 to 09.04.2024 except the LD periods (from Sep-Oct'2023 to Mar'2024) basing on the consumption recorded in meter sl. no." WCSO4343" taking the IMR as "0" kwh by spread over the kwh reading of "29365" in between the periods with its daily/monthly actual average consumption thereof and release the new service connection accepting 50% of the outstanding dues after revision with receiving the required affidavit from the complainant .*
- 2. The Complainant is directed to deposit the 50% of the outstanding dues after revision to avail the opportunities of new service connection followed by submission of required affidavit to opposite party.*
- 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.

(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 Bhagirathi Seth, At/Po- Kadalipada, Rengali, Dist- Sambalpur.

(2) Sub-Divisional Officer (Elect.) Rengali, 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".