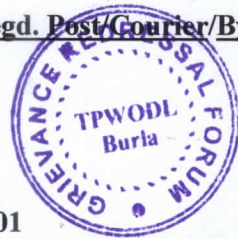


Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: 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/DED/ (Final Order)/ 1410 (4)

Date: 31/01/2024

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

1	Case No.	BRL/34/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Dileswar Panigrahi Represented by Sri Laxmi Prasad Panigrahi Purunagarh Dist-Deogarh		4141-1413-0018	9132227207
3	Respondent/s	SDO (Electrical), Deogarh, TPWODL			Division D.E.D, TPWODL, Deogarh
4	Date of Application	22.12.2023			
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
		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	22.12.2023			
9	Date of Order	31/01/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: SDO Office, Deogarh, TPWODL

Appeared

For the Complainant- Sri Dileswar Panigrahi
Represented by Sri Laxmi Prasad Panigrahi



For the Respondent – SDO (Electrical), Deogarh, TPWODL

GRF Case No- BRL/34/2024

Sri Dileswar Panigrahi
C/O- Sri Laxmi Prasad Panigrahi
Purunagarh
Dist- Deogarh.
Consumer No-4141-1413-0018

COMPLAINANT

VRS

(1) SDO (Elect.), DED, Deogarh, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

Sri Laxmi Prasad Panigrahi on behalf of Sri Dileswar Panigrahi appeared on Dt. 22.12.2023 at the camp held on SDO Office Deogarh under SDO, Deogarh and submitted a written complaint wherein he has stated that “his house is abandoned since Sept-2019 & since then line was disconnected from pole due to natural calamities.” Hence, he prays to rectify/revise the bill.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted billing abstract from Feb-2001 to Nov-2023 and PVR carried on 17.01.2024 where it is found that meter SL No is TPWODL1184831 & remarks given by concern authorities that “as per site verification consumer premises is lock & meter status is not in used condition. Meter is found OK and no bypass found at site”. The opposite party has also submitted written statement in this case.

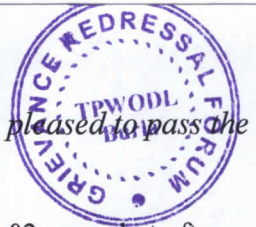
OBSERVATION

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. The meter SI No TPWODL1184831 was installed on 09.05.2023. PL/Average bills were served in many periods including Sept-2019 to April-2023. The complainant has stated during hearing that there was consumption in Sept-2019 to April-2023. Further it is also seen that PL bills were not adjusted earlier as per requirement. Hence bill revision is required for settlement the billing dispute.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill with reference to regulation 155 for 02 years but after considering the load period where the consumption can be obtained with accuracy as well as withdraw the PL bills where ever required as per applicability as yet not done except two months withdrawal due to constrain in billing software earlier.

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 with reference to regulation 155 for 02 years but after considering the load period where the consumption can be obtained with accuracy as well as withdraw the PL bills where ever required as per applicability as yet not done except two months withdrawal due to constraint in billing software earlier.
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 six months 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. Satapathy

(President)

Grievance Redressal Forum

TPWODL, Burla - 768017

1. Sri Dileswar Panigrahi, C/O- Sri Laxmi Prasad Panigrahi, Purunagarh, Dist- Deogarh.
2. Sub-Divisional Officer (Elect.), Deogarh, TPWODL, Deogarh with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), DED, Deogath. TPWODL.
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".