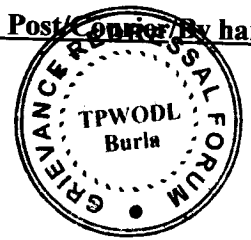


**Grievance Redressal Forum
TPWODL, BURLA**

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/DED/ (Final Order)/ 1743 (4)

Date: 31/05/24

Present:

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

1	Case No.	BRL/348/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Ramesh Chandra Pradhan At-Dimiriposi Po-Kantapali Dist-Deogarh	4140-0103-2409	8260393212	
3	Respondent/s	E.E, DED. Deogarh, TPWODL & S.D.O (E), Deogarh		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	25.04.2024			
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	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	25.04.2024			
9	Date of Order	31/05/24			
10	Order in favour of	Complainant	Respondent	Others	
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: Division Office, DED, Deogarh, TPWODL

Appeared

For the Complainant- Ramesh Chandra Pradhan

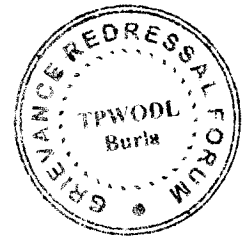
For the Respondent - E.E, DED, Deogarh, TPWODL
&
S.D.O (E), Deogarh.

GRF Case No- BRL/348/2024

Ramesh Chandra Pradhan
At-Dimiriposi
Po-Kantapali
Dist-Deogarh
Consumer No.- 4140-0103-2409

VRS

E.E, DED, Deogarh, TPWODL
&
S.D.O (E), Deogarh.



COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Ramesh Chandra Pradhan appeared on Dt. 25.04.2024 at the camp held at Division Office, DED, Deogarh and submitted a written complaint wherein he has stated about billing dispute & request to revise the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from July-2021 to Mar-2024, a PVR carried on 15.05.2024 & written statement has submitted in this case.

OBSERVATION

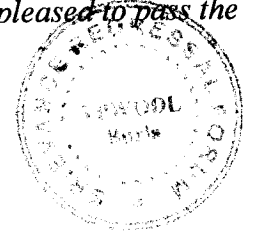
The case is pursued with all documents available in records submitted by the complainant and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-IPA consumer having CD 3.73KW with date of initial power supply 01.04.2021 through meter SL No WLT206416 (Single phase meter) as seen from FG/Samadhan App. PI bills were served to the complainant since the date of power supply to March 2022 @ 5461/6068 units per month & thereafter issued the actual bill in April 2022 with KWh reading of 11 with billing unit 12 where found adjustment has been done for PI bills of Rs.104533.02. However, it is seen that the complainant has been levied customer charge @ Rs.250.00 since Aug 2021 to Feb-2023 & meter rent @ Rs.150.00 per month as well as levied fixed charges more than required as per rule & some where less as seen from data base. During course verification of ledger & PVR it is seen that the KWh reading was 395 on 15.05.2024 with reference to consumption recorded in meter SL No WLT 06416 & the meter is in running condition having no bi pass. Hence found there is billing dispute So, revision is required to settle it.

Hence it is the opinion of the Forum that the opposite party is liable to follow the guidelines to resolved the grievance of the complainant.

- A. The complainant/consumer to be treated as LT-IPA since date of power supply.
- B. The billing to be done with MF 3 instead of 1 hence update in FG data base.
- C. The meter rent to be recovered/revise considering single phase meter instead of 3-phase meter.
- D. Bill to be raised for 1195 (355x3) units for the period from date of power supply to 15.05.2024 with reference to PVR.
- E. Customer charges so levied to be taken care for withdrawn from Aug 2021 to Feb-2023.
- F. Fixed cost to be adjusted as per regulation as applicable to LT IPA.
- G. Load to be enhanced from 3.73KW to 5.6KW as decided with reference to PVR.

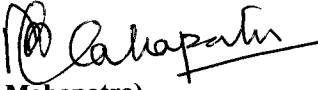
ORDER

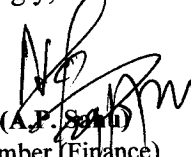
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.




1. The Opposite Party is directed to revise/regularise the bill in the following manner
 - A. The complainant/consumer to be treated as LT-IPA since date of power supply.
 - B. The billing to be done with MF 3 instead of 1 hence update in FG data base.
 - C. The meter rent to be recovered/revise considering single phase meter instead of 3-phase meter.
 - D. Bill to be raised for 1195 (355x3) units for the period from date of power supply to 15.05.2024 with reference to PVR.
 - E. Customer charges so levied to be taken care for withdrawn from Aug 2021 to Feb-2023.
 - F. Fixed cost to be adjusted as per regulation as applicable to LT IPA.
 - G. Load to be enhanced from 3.73KW to 5.6KW as decided with reference to PVR.
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~~
Grievance Redressal Forum
TPWODL, Burla - 768017


(A.P. Saha)
Member (Finance)
Grievance Redressal Forum
TPWODL, Burla - 768017


A.K. Satapathy
President
Grievance Redressal Forum
TPWODL, Burla - 768017

1. Ramesh Chandra Pradhan, At-Dimiriposi, Po-Kantapali, Dist-Deogarh
2. Sub-Divisional Officer (Elect.) Deogarh, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), DED, TPWODL, Deogarh
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".)