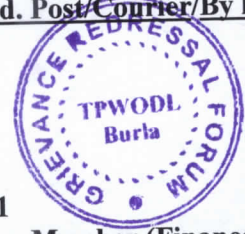


Grievance Redressal Forum
TPWODL, BURLA

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/DED/ (Final Order)/ 1412 (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/36/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Fakira Nayak Sundarmunda, Tileibani Dist-Deogarh	4141-1529-0938		
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: Division Office, DED, Deogarh, TPWODL

Appeared

For the Complainant- Sri Fakira Nayak

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



GRF Case No- BRL/36/2024

Sri Fakira Nayak
Sundarmunda, Tileibani
Dist- Deogarh.
Consumer No-4141-1529-0938

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

Sri Fakira Nayak appeared on Dt. 22.12.2023 at the camp held on Division Office, DED, Deogarh and submitted a written complaint wherein he has stated that “his arrear was Rs.4000.00 but in Feb-2016 it raise to Rs.56489.00 which is wrong.” Hence, he prays to rectify/revise the bill.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted billing abstract from Oct-2009 to Oct-2023 and PVR carried on 29.12.2023 where it is found that meter SL No is TWO2085185 with CMR is 35KWh having meter status OK and remarks given by concern authorities that “no bypass or hooking found at site & request to revise the bill if scope is available”. The opposite party has also submitted written statement in this case.

OBSERVATION

The case is persued 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 0.11kw with date of initial power supply 17.08.2009 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill & also expressed the displeasure. In Jan-Feb-2016 the KWh reading was 975 with reference to meter SI No 812305 with billing unit 9545 after completion of round & there after billing were going on in that meter with actual reading up to March-2022. PL/Average bills were served for the periods April-2022 to July-2023. The meter SI No TW02085185 was installed on 09.09.2023. 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 by spread over the reading of 10975 units with IMR '0' in between the periods 17.08.2009 to 10.03.2016 with in reference to meter SI No 812305 as well as for the period from April-2022 to July-2023 in reference to meter SI No TW02085185 as per regulation 155 considering the daily/monthly actual average consumption thereof & steps to be taken to 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 and if done all ignore it.

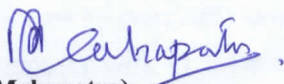
ORDER



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 by spread over the reading of 10975 units with IMR '0' in between the periods 17.08.2009 to 10.03.2016 with in reference to meter SI No 812305 as well as for the period from April-2022 to July-2023 in reference to meter SI No TW02085185 as per regulation 155 considering the daily/monthly actual average consumption thereof & steps to be taken to 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 and if done all ignore it.
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.**

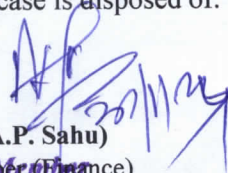
Accordingly, the case is disposed of.



(B. Mahapatra)
(Co-opted Member)

Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to



(A.P. Sahu)
Member (Finance)

Grievance Redressal Forum
TPWODL, Burla - 768017



A.K. Satapathy
(President)

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Sri Fakira Nayak, Sundarmunda, Tileibani, 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".