

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

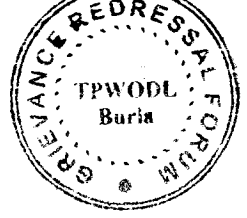
Bench: A.K.Satpathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)

Ref: GRF/Burla/Div/SED/ (Final Order)/ 1781 (4)

Date: 31/05/24

Present: Sri A.K.Satpathy, President.
Sri B.Mahapatra (Co-opted Member),

1	Case No.	BRL/371/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Mira Sarkar At-Near Railway line, Bhangananda Mandir, Biharipada, Po-Khetrajpur Dist- Sambalpur.	4116-3404-0219	9006070400	
3	Respondent/s	SDO(Electrical) Khetrajpur, TPWODL, Sambalpur		Division S.E.D, TPWODL, Sambalpur	
4	Date of Application	07.05.2024			
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	07.05.2024			
9	Date of Order	31/05/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



Filed

For the Complainant- Mira Sarkar

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

GRF Case No- BRL/371/2024

(1) Mira Sarkar
At-Near Railway line, Bhangnanda Mandir, Biharipada,
Po-Khetrajpur,
Dist- Sambalpur.
Consumer No.- 4116-3404-0219

VRS

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

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Mira Sarkar bearing Consumer No **4116-3404-0219** under SED, TPWODL, Sambalpur stated about billing dispute.

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

SUBMISSION OF OPPOSITE PARTY

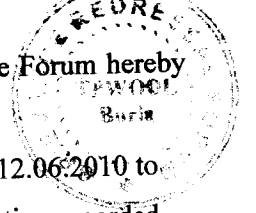
The Opposite Party has submitted ledger copy from April 2011 to March 2024, PVR carried on 16.05.2024 & written statement in this case.

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 2KW with date of initial power supply 12.06.2010 through meter SL No 378536 & the actual billing basing on the meter reading of the above meter has been done in Jan-2016 for KWh reading of 4757 where it is found that the reading in Oct 2015 was 5984 & Dec-2015 it was 4645 with billing unit 8661 treating the completion of the round of the meter as seen from FG/Samadhan App. The complainant has raised objection on this billing as disputed with a prayer to revise the bill. Meanwhile, the meter SI No WLT038729 was in billing since April 2018 as seen from the ledger submitted by opposite party to this Forum. On scrutiny it has come to notice of the Forum that there was usually less consumption recorded in the meter & the meter readers were given table reading which cannot be relied upon and thereafter put the actual reading which was pending for billing although used named as suppressed reading. So, the consumption from the date of power supply to 16.11.2015 should be 5984 units and for billing of Nov 2015 up to Jan 2016, it should be treated as PI/Avg which should be resolved as per Clause 155 of OERC Regulation. Further, it is seen that the opposite party has already been revised the bill for the period from Feb-2016 to March 2018 and for April-2018 where seen withdrawn an amount of Rs. 209649.99 & 7258.79 which were credited to consumer on 28.05.2024 & 18.05.2024 respectively as seen from the consumer ledger in FG. The outstanding amount on 29.05.2024 was Rs.70277.84. However, revision is required to settle the billing dispute for the period from the date of power supply to Oct 2015.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from date of power supply-12.06.2010 to 16.11.2015 by spread over the reading of 5984 units with IMR '0' in reference to consumption recorded meter SI No 378536 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any.

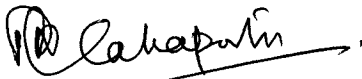
ORDER



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 for the periods from date of power supply-12.06.2010 to 16.11.2015 by spread over the reading of 5984 units with IMR '0' in reference to consumption recorded meter SI No 378536 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any.
2. 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.
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)
Co-opted Member

Grievance Redressal Forum

TPWODL, Burla - 768017

Copy to: - (1) Mira Sarkar, At-Near Railway line, Bhangnanda Mandir, Bhanarpada,
Po-Khetrajpur, Dist- Sambalpur.

- (2) Sub-Divisional Officer (Elect.) Khetrajpur, TPWODL, Sambalpur with the direction to serve one copy of the order to the Complainant/Consumer.
- (3) Executive Engineer (Elect.), SED, TPWODL, Sambalpur.
- (4) The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.


(A.K.Satpathy)

President
President

Grievance Redressal Forum

TPWODL, Burla - 768017

"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.orerc.org under the "head "Cases->"GRF".