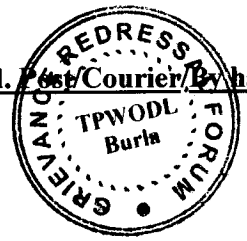


By Regd. Post/Courier/By hand



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

Ref: GRF/Burla/Div/SEED/ (Final Order)/ 1755(4)

Date: 31/05/24

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

1	Case No.	BRL/376/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Pratima Guru At- Near Block Office, Po-Dhankauda Dist- Sambalpur-768006.	4161-3206-0558	9040388380	
3	Respondent/s	SDO(Electrical),Bhutapada, TPWODL	Division S.E.E.D, TPWODL, Sambalpur		
4	Date of Application	09.05.2024			
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	09.05.2024			
9	Date of Order	31/05/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

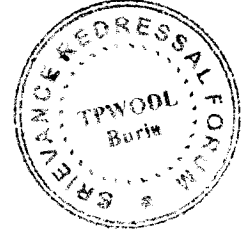
Place of Camp: Division Office, SEED, TPWODL, Sambalpur.

Appeared

For the Complainant- Pratima Guru

Represented by Ramesh Swain

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



GRF Case No- BRL/376/2024

(1) Pratima Guru

At- Near Block Office,

Po-Dhankauda

Dist- Sambalpur-768006.

Consumer No.- 4161-3206-0558

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Pratima Guru bearing Consumer No **4161-3206-0558** represented by Ramesh Swain under SEED, 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 not submitted any relevant documents except ledger copy and money receipt for an amount of Rs 59/- bearing MR No. B5621808 on 13.08.2020 in this case.

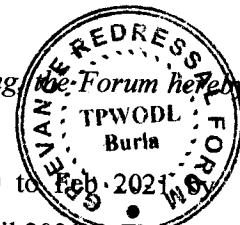
OBSERVATION

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 27.07.2011 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. Meanwhile, the meter SI No WLT199003 was installed on 16.02.2021 IMR '0' & MF 1 with old KWh as '0' in meter SL No WCG07086. The cause of meter installation has not been traced from the FG data base as not mentioned there. The above meter might have been change due to defective as assume by this Forum. The KWh reading of 5774 in Jan 2021 might be not recorded in meter No WCG07086 and wrongly punched by meter reader as because the pattern of consumption of present & previous may not be matched to the consumption during the period from July 2020 to Feb 2021. To confirm the efficiency of functioning of meter & its reading the complainant has deposited the meter testing fees on 13.08.2020 but the opposite party has not able to produce the meter testing report before the Forum & change the meter which is creating doubt on the meter reading & billing thereon. From the above activities of opposite party, it is concluded that might be the efficiency of meter was beyond the limitation & for that reason meter has been replaced accordingly. So, the billing for the period from July 2020 to Feb 2021 was incorrect & revision is required to settle the billing dispute. The billing is going on with reference to consumption in meter SL No WLT199003 to be treated as correct & the complainant has no objection on the same.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from July 2020 to Feb 2021 by considering the recorded reading in meter SI No WLT199003 taking IMR as 79 in April 2021 & FMR as 514 in Sept 2021 with the daily/monthly actual consumption thereof.




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 July 2020 to Feb. 2021 considering the recorded reading in meter SI No WLT199003 taking IMR as 79 in April 2021 & FMR as 514 in Sept 2021 with the daily/monthly actual consumption thereof.
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) <i>Co-opted Member</i> Grievance Redressal Forum TPWODL, Burla - 768017	 (A.P. Singh) Member (Finance) <i>Member</i> Grievance Redressal Forum TPWODL, Burla - 768017	 (A.K. Satpathy) President <i>President</i> Grievance Redressal Forum TPWODL, Burla - 768017
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- Copy to:-
- (1) Pratima Guru, At- Near Block Office, Po-Dhankauda Dist- Sambalpur-768006.
 - (2) Sub-Divisional Officer (Elect.), Bhutapada, 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".