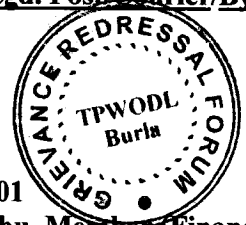


**Grievance Redressal Forum
TPWODL, BURLA**

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)



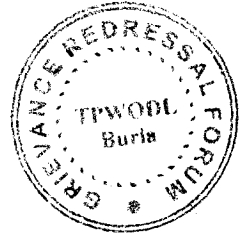
Ref: GRF/Burla/Div/SEED/ (Final Order)/ 1762 (4)

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/384/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		President PP, Jagannath Prasad C/o- Birendra Ku Sahu Naktideol Dist-Sambalpur	4160-0106-0431	9937487615	
3	Respondent/s	E.E, SEED, TPWODL, Sambalpur & S.D.O (E),Rairakhol		Division S.E.E.D, TPWODL, Sambalpur	
4	Date of Application	13.05.2024			
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	13.05.2024			
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: ESO Office, Naktideol, TPWODL



Appeared

For the Complainant- President PP, Jagannath Prasad
Represented by Birendra Ku Sahu

**For the Respondent - E.E, SEED, TPWODL, Sambalpur
&
S.D.O (E),Rairakhol.**

GRF Case No- BRL/384/2024

President PP, Jagannath Prasad
C/O-Birendra Ku Sahu
Naktideol
Dist-Sambalpur
Con No-4160-0106-0431

VRS

E.E, SEED, TPWODL, Sambalpur
&
SDO(Electrical), Rairakhol, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Birendra Ku Sahu representative of President PP, Jagannath Prasad has appeared on Dt. 13.05.2024 at the camp held at ESO Office, Naktideol and submitted a written complaint wherein he has stated about billing dispute & requested to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted PVR carried on 15.05.2024 but no written statement has been submitted in this case.

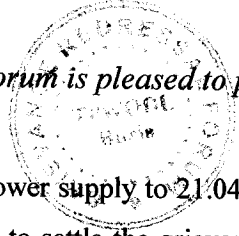
OBSERVATION

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 23KW with date of initial power supply 20.11.2019 through meter SL No WVT03747 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 10026658 was installed on 19.07.2023 IMR '0' & MF 1 with old KWh 6548. As seen the power supply was in LD position since 27.05.2022 to 18.07.2023 and found actual billing for KWh reading of 6548 with reference to consumption recorded in meter SI No WVT03747 and the bills were raised as per LT-IPA tariff. However, as observed PI bills were served to the complainant for the period from date of power supply to 21.04.2022 @ 828/2424 per month and thereafter on 26.05.2022 the actual reading was 6548. But the PL bill so raised during date of power supply to 21.04.2022 has not been withdrawn on serving actual bill on 26.05.2022 (billing of April-2022). Fixed cost to be taken care accordingly for LD periods. As objected by the complainant, the bills were not raised on commercial basis but the arrear has been increased due to non-adjustment of PI bill of the periods. Hence, revision is required to settle the billing dispute.

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 to 21.04.2022 (March-2022) by withdrawing the PI bills so issued during the above periods to settle the grievance of the complainant.

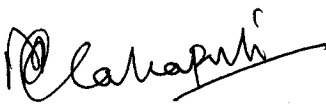
ORDER

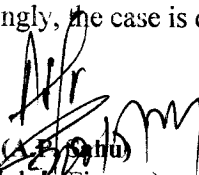
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.




1. The Opposite Party is directed to revise the bill for the periods from date of power supply to 21.04.2022 (March-2022) by withdrawing the PI bills so issued during the above periods to settle the grievance of the complainant and Fixed cost to be taken care accordingly for LD periods.
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. Sahu)
Member (Finance)
Grievance Redressal Forum
TPWODL, Burla - 768017


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

1. President PP, Jagannath Prasad, C/O- Birendra Ku Sahu, Naktideol, Dist-Sambalpur
2. Sub-Divisional Officer (Elect.) Rairakhola, TPWODL, 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.orerc.org under the "head "Cases-> "GRF".)