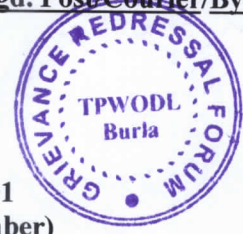


Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Bargarh, Pin- 768017Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

Bench: A.K.Satapathy, President B.Mahapatra (Co-opted Member)



Ref: GRF/Burla/Div/SEED/ (Final Order)/ 1379 (4)

Date: 30/01/2024

Present:

Sri A.K. Satapathy, President

Sri B.Mahapatra (Co-opted Member)

1	Case No.	BRL/4/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Sandeep Poddar Bhagwat Mandir Gali Dist-Sambalpur		4161-3411-0235	9861246827
3	Respondent/s	S.D.O (E),Bhutapada			Division S.E.E.D, TPWODL, Sambalpur
4	Date of Application	06.01.2024			
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	06.01.2024			
9	Date of Order	30/01/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



appeared

For the Complainant- Sri Sandeep Poddar

For the Respondent - SDO (Electrical), Bhutapada, TPWODL.

GRF Case No- BRL/4/2024

(1) Sri Sandeep Poddar
Bhagwat Mandir Gali
Dist-Sambalpur
Consumer No.- 4161-3411-0235

COMPLAINANT

VRS

(1) SDO (Electrical), Bhutapada, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Sandeep Poddar bearing Consumer No 4161-3411-0235 is a domestic consumer with CD 3KW and date of supply release is 05.04.2012 & present billing status of consumer is ghost. He has left the house since 2019 and his house is closed since then. During his stay he has been billed for higher consumption as the meter was defective.

He prays for revision of the bill and finally settle down the payments thereon.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted the consumer history from 05.04.2012 to 26.012.2023 and a PVR carried on 05.01.2024.

OBSERVATION

From the hearing both parties and date submitted by them it is observed that

- The exiting Meter No 9535170 in the premises is defective and there is no display of any reading on 05.01.2024 (The meter is continuing since date of power supply as ascertained from history). Meter No 9535170 was OK till April 2019 with last meter reading as 28730 from April 2019 to May 2023. There is a provisional billing @350, 274, 209, 1282, 662 arbitrarily.
- There is office record the supply was disconnected on 27.03.2021 but bill stopped from 04.08.2023. The delay of such stopping of bill is due to "FG system disconnection date is 22.07.2023."
- The consumer request to revise the bill for erroneous billing period to make the payment and intends to close the supply permanently.

So it needs bill revision from May-2019 to Dec-2023.

ORDER

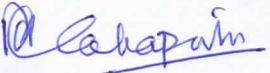
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.


The opposite party is directed to revise the bill from May-2019 up to Dec-2023 as below: -

(where the meter status is OK.).

2. From 27.03.2021 to Dec 2023, fixed charged to billed only as there is record of disconnection available in TPWODL.
3. 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.
4. 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.
5. 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.
6. 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.
7. 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.
8. **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-Oppt Member)
Grievance Redressal Forum
TPWODL, Burla - 768017


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

1. Sri Sandeep Poddar , Bhgwat Mandir Gali, Dist-Sambalpur
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”.)