

**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)/ 1419 (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.	BRLA3/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Gayadhar Pradhan At-Bichhakani Po-Bisapoi Barkote Dist-Deogarh		4140-0103-0424	9668842916
3	Respondent/s	E.E, DED, Deogarh, TPWODL & SDO (Electrical), Deogarh, TPWODL			Division D.E.D, TPWODL, Deogarh
4	Date of Application	22.11.2023			
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	22.11.2023			
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: ESO Office, Barkote, TPWODL, Deogarh.

Appeared

For the Complainant- Sri Gayadhar Pradhan

For the Respondent – E.E, DED, Deogarh, TPWODL

&

SDO (Electrical), Deogarh, TPWODL

GRF Case No- BRL/43/2024

Sri Gayadhar Pradhan
At-Bichhakani
Po-Bisapoi
Barkote
Dist- Deogarh.
Consumer No-4140-0103-0424

COMPLAINANT

VRS

E.E, DED, Deogarh, TPWODL

&

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

OPPOSITE PARTY

GIST OF THE CASE

Sri Gayadhar Pradhan appeared on Dt. 22.11.2023 at the camp held at ESO Office Barkote under SDO, Deogarh and submitted a written complaint wherein he has stated about billing dispute & request to rectify/revise the bill.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted billing abstract from Apr-2005 to Oct-2023 and PVR carried on 21.11.2023 where it is found that meter SL No is TPWODL1031917 with CMR 326KWh with remark given by concern authority that "meter is in running condition S/W is OK bill revision as per PVR. The opposite party has also submitted written statement & photocopy of application of consumer in this case. dt 28.8.23.

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 15HP with date of initial power supply 06.04.2004 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. The above complainant has already been served actual bills for many periods where it is seen that no billing has been done for the period from Dec-2005 to Sept-2006 ('0' billing) for which the complainant is liable to pay the fixed cost. During scrutiny of ledger it came to notice of the Forum that PL bills were served from Aug-2011 to March 2012 & May-2012 to Aug-2013 where found only 02 months PL bills were adjusted for each cases due to constraint in billing software system earlier which required adjustment of PL bills. Further, PL bills were issued from Sept-2019 to Dec-2022 & improper bill in Jan 2023 which required revision to settle the billing dispute. The meter SI No TPWODL1031917 was installed on 16.02.2023 with IMR '0' & MF 1 & thereafter actual bills are going on the basis of meter reading.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from Feb-2021 to Jan-2023 in reference to meter SI No TPWODL1031917 taking IMR as '0' on 16.02.2023 & FMR as '294' on 24.08.2023 with reference to regulation 155. with the daily/monthly actual consumption thereof.

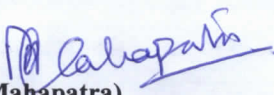
Further, levy the fixed cost for the period from Oct-2005 to Nov-2005 as well as withdraw the provisional billing yet not done due to constraint in billing software system earlier verifying the period from Aug-2011 to March-2012 & May-2012 to Aug-2013 and if found any more period.

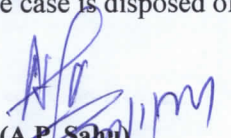
ORDER


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 Feb-2021 to Jan-2023 in reference to meter SI No TPWODL1031917 taking IMR as '0' on 16.02.2023 & FMR as '294' on 24.08.2023 with reference to regulation 155. with the daily/monthly actual consumption thereof. Further, levy the fixed cost for the period from Oct-2005 to Nov-2005 as well as withdraw the provisional billing yet not done due to constraint in billing software system earlier verifying the period from Aug-2011 to March-2012 & May-2012 to Aug-2013 and if found any more period.
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)


(A.P. Sahu)
Member (Finance)


A.K. Satapathy
(President)

Copy to: -

1. Sri Gayadhar Pradhan, At-Bichhakani, Po-Bisapoi, Barkote, 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:Bhoingar, 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”.