

**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/DED/ (Final Order)/ 2043 (4)

Date: 30/09/24

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

1	Case No.	BRL/528/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Santosh Kumar Sahoo At/Po-Kandhal, Dist- Deogarh.	4141-1427-0510	8763028064	
3	Respondent/s	SDO(Electrical), Deogarh	Division D.E.D, TPWODL, Deogarh		
4	Date of Application	27.08.2024			
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	27.08.2024			
9	Date of Order	30/09/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: SDO Office, TPWODL, Deogarh.

Appeared

For the Complainant- Santosh Kumar Sahoo

For the Respondent - SDO(Elect.), Deogarh, TPWODL.

GRF Case No- BRL/528/2024

Santosh Kumar Sahoo

At/Po-Kandhal,

Dist- Deogarh.

Consumer No.- 4141-1427-0510

VRS

SDO(Elect.), Deogarh, TPWODL



COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Santosh Kumar Sahoo bearing Consumer No 4141-1427-0510 under DED, TPWODL, Deogarh 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 the PVR Dt. 17.09.2024 along with W/S on 18.09.2024 and copy of ledger in this case.

OBSERVATION

The case is pursued with all documents available in records (FG data base and Samadhan App) and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-domestic consumer having CD of 0.5KW with initial date of p/s 12.01.2003 through without meter as seen from the FG data base/ Samadhan App. The complainant has raised objection on billing dispute. There are two consumers in the same name in that village having consumer number 4141-1427-0510 & 4141-1427-0744 as well as the meter SL No 393380 is existing for consumer number 4141-1427-0510 & 394636 is existing for consumer number 4141-1427-0744 as reported by opposite party in its W/S. As reported by opposite party in its PVR the complainant bearing Consumer Number 4141-1427-0510 is using the power supply but in FG it shown as bill stopped since April 2024. The complainant has been asked about this matter and confessed that in no time there was disconnection of power supply in that premises and using the power supply continuously without disconnection. On verification of bill revision in FG it is seen that an amount of Rs.11769.00 and Rs.53937.00 was debited & credited on 27.03.2024 mentioning payment transferred to original consumer 4141-1427-0744 & arrear of TPWDL withdrawn due to exist of original which was not correct & done by back office without following field unit report where found the scenario in the field is different as compare to database. So, the debit & credit amount so involved to be required reverse along with raise the billing from April 2023 to till date w.r.t consumption recorded in meter SL No 393380 for deriving the correct arrear. Further, the billing of Consumer Number 4141-1427-0744 to be corrected basing on the consumption recorded in meter SL No 394636 with updating the meter in the FG data base.


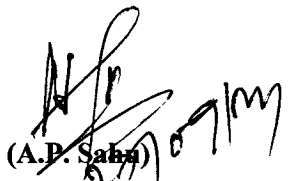

Hence, the Forum is in the opinion that the Opposite party is liable to reverse the debit and credit sundry amount as effected on 27.03.2024 for Rs.11769.00 and Rs.53937.00 respectively as well as raised the bill from April 2023 to till date w.r.t consumption recorded in meter SL No 393380 for deriving the correct arrear for consumer Number 4141-1427-0510 & also go for correction of the billing for Consumer Number 4141-1427-0744 w.r.t consumption recorded in meter SL No 394636 with updating the meter in the FG data base.

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 reverse the debit and credit sundry amount as effected on 27.03.2024 for Rs.11769.00 and Rs.53937.00 respectively as well as raised the bill from April 2023 to till date w.r.t consumption recorded in meter SL No 393380 for deriving the correct arrear for consumer Number 4141-1427-0510 & also go for correction of the billing for Consumer Number 4141-1427-0744 w.r.t consumption recorded in meter SL No 394636 with updating the meter in the FG data base.
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	 (A.P. Saha) Member (Finance) Member Grievance Redressal Forum TPWODL, Burla - 768017	 (A.K. Satpathy) President President Grievance Redressal Forum TPWODL, Burla - 768017
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1. Santosh Kumar Sahoo, At/Po-Kandhal, Dist- Deogarh.
2. Sub-Divisional Officer (Elect.), Deogarh, TPWODL with the direction to serve one copy of the order to the Complainant/Consumer.
3. Executive Engineer (Elect.), DED, TPWODL, Deogarh.
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”.