

**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)/ 2061(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/533/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Udit Kumar Pradhan At/Po-Kalla, Dist- Deogarh-768110.		4140-0111-0068	6371294506
3	Respondent/s	SDO(Electrical), Deogarh & EE(Elect.),DED,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: Division Office, TPWODL, Deogarh.



Appeared

For the Complainant- Udit Kumar Pradhan

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

GRF Case No- BRL/533/2024

(1) Udit Kumar Pradhan
At/Po-Kalla,
Dist- Deogarh-768110.
Consumer No.- 4140-0111-0068

COMPLAINANT

VRS

(1) SDO(Elect.), Deogarh, TPWODL
& EE(Elect.), DED, Deogarh

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Udit Kumar Pradhan bearing Consumer No **4140-0111-0068** 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 w/s on 18.09.2024, ledger copy and PVR dtd. 05.09.2024 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-GP consumer having CD 10kw with initial date of p/s 10.01.2000 through meter sl. no. OSE17675 (ICE Factory) as seen from the FG data base/ Samadhan App. The complainant has raised objection on billing dispute. Meanwhile, the meter sl. no. "TWSC59015531", "TPU30244" and "WSC24178" were installed/reflected in billing on/in 26.06.2024, 20.01.2022 and May'2004 respectively. This Forum has seen the PVR as well as w/s of opposite party and also taken the statement of the complainant during the course of hearing for resolving the dispute. It is observed that the ICE Factory is running seasonally hence is a seasonal business which is running mostly in summer and part of rainy season but shut down in winter season. The opposite party has taken the RC fees of Rs 600/- as explained in the w/s hence the claim of the complainant for disconnection of p/s can not be avoided for the period from 21.08.2021 to 16.02.2022 which was disconnected on 21.08.2021 and reconnected on 16.02.2022 as per statement of complainant. The opposite party could not able to ascertain the exact period of disconnection but declared that the provisional billing period Jul'2021 to Dec'2021 supposed to believe there was temporary disconnection during that period. The opposite party might have been forgot to submit the LTB-6 during that time hence LD was not reflected in the billing of that period so raised the PL bills for that period. This Forum has pay attention on the billing of previous periods from 2018 to 2021 and found that the billings were for the claimed months by the complainant are either zero or very negligible and concluded that there was neither any p/s nor any used by the complainant for the periods. The claim of the complainant is of course to be treated as correct and the opposite party should not raise any bill for the periods rather the bills so raised to be required to be withdrawn from the billing as has already raised for the period from Jul'2021 to Dec'2021 instead of revision of bill considering actual consumption made in subsequent 06months as prayed and no merit on the claim of the opposite party.


President
Consumer Redressal Forum
TPWODL, Burla, 768110

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill for the period from Jul'2021 to Dec'2021 by withdrawing the billing of EC & ED as well as proportionate DPS for the above periods accordingly to settle the billing dispute.

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 of the consumer for the period from Jul'2021 to Dec'2021 by withdrawing the billing of EC & ED as well as proportionate DPS for the above periods accordingly.
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. Sahu)

Member (Finance)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017



(A.R. Satpathy)

President
President
Grievance Redressal Forum
TPWODL, Burla - 768017

- Copy to: - (1) Udit Kumar Pradhan, At/Po-Kalla, Dist- Deogarh-768110.
(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: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.orerc.org under the "head "Cases->"GRF".