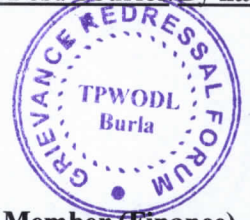


Grievance Redressal Forum

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.Satpathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)**

Ref: GRF/Burla/Div/SEED/ (Final Order)/ 14484

Date: 23/02/2024

Present:

Sri A.K.Satpathy, President.

Sri B.Mahapatra (Co-opted Member),

Sri A.P.Sahu Member(Finance).

1	Case No.	BRL/67/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Ramesh Tandia C/O Sri Hrudananda Tandia Rengali Dist-Sambalpur		4163-3532-0595	9827547626
3	Respondent/s	S.D.O (E) Rengali, TPWODL		Division S.E.E.D, TPWODL, Sambalpur	
4	Date of Application	08.01.2024			
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	08.01.2024			
9	Date of Order	23/02/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

President

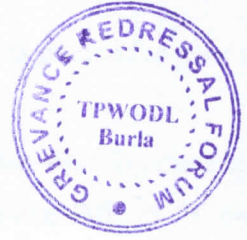
Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: SDO Office, Rengali, TPWODL

Appeared

For the Complainant- Sri Ramesh Tandia
Represented Sri Hrudananda Tandia (Brother)

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



GRF Case No- BRL/67/2024

Sri Ramesh Tandia
C/O Sri Hrudananda Tandia
Rengali
Dist-Sambalpur
Consumer No.- 4163-3532-0595

COMPLAINANT

VRS

SDO(Electrical), Rengali, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

Sri Hrudananda Tandia representative of Consumer Sri Ramesh Tandia appeared before this forum on dated 08.01.24 at its camp held in the office of SDO Office, Rengali is a domestic consumer bearing consumer No 4163-3532-0595 with CD 0.11KW with date of power supply 01.10.2010. Present Meter No is WLT199916. He has got a bill for 3394 units for the month of Jan-2021 for Rs.20417.58 which is disputed and pray for revision of bill.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted a print copy of meter downloaded from Rengali SDO meter reading WhatsApp's group.

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-DOM consumer having CD 0.11KW with date of initial power supply 01.10.2010 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. The meter SI No WLT199916 was installed on 09.05.2021 with IMR'0' & MF 1 and continued in the premises of the complainant at present where found the old meter number was LW191644. The above complainant has been served AC/PL bills with adjustment of PL amounts time to time where it is seen that in Jan-2021 the KWh reading was 3692 with billing unit 3394 & raised the current bill for an amount of Rs.20417.58 due to which arrear has been increased. The billing seems to be improper and hence required bill revision for settle of billing dispute.

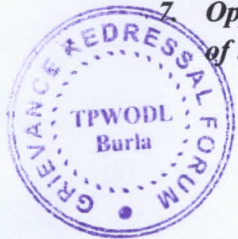
Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from May-2019 to Jan-2021 in reference to meter SI No LW191644 taking IMR as '0' & For the month of April-2021 taking IMR as '0' on 09.05.2021 & FMR as 303 on 27.11.2021 in reference to meter SI No WLT199916 with its with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any.


President
Grievance Redressal Forum
TPWODL, Burla - 768017

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 May-2019 to Jan-2021 in reference to meter SI No LW191644 taking IMR as '0' & for the month of April-2021 taking IMR as '0' on 09.05.2021 & FMR as 303 on 27.11.2021 in reference to meter SI No WLT199916 with its with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any.
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. Satpathy)
President

Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: -

1. Sri Ramesh Tandia, C/O Sri Hrudananda Tandia, Rengali, Dist-Sambalpur
2. Sub-Divisional Officer (Elect.), Rengali, 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.orierc.org under the "head "Cases-> "GRF".)