

**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/SED/ (Final Order)/ 2050 (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/689/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Krushna Ch. Bag C/o Sulochana Bag At-Jhareipali, Po-A.Katapali, Dist- Sambalpur.		4118-3312-0106	8458093158
3	Respondent/s	SDO(Electrical), Hirakud,TPWODL		Division S.E.D, TPWODL, Sambalpur	
4	Date of Application	19.09.2024			
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	19.09.2024			
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: ESO Office, Gosala, TPWODL, Sambalpur.

Appeared

For the Complainant- Krushna Ch. Bag
Represented by Sulochana Bag

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

GRF Case No- BRL/689/2024

(1) Krushna Ch. Bag
At-Jhareipali,
Po-A.Katapali,
Dist- Sambalpur.
Consumer No.-4118-3312-0106

COMPLAINANT

VRS

(1) SDO(Elect.), Hirakud, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Krushna Ch. Bag bearing Consumer No **4118-3312-0106** represented by Sulochana Bag under SED, TPWODL, Sambalpur stated that deposited Rs 20,000/- towards EC bill with the request to revise the bill and also declared that Rs 15,000/- has already been withdrawn but prayed to check the meter and serve the bill accordingly. On 19.09.2024 the complainant has also deposited of Rs 16,000/- as well as the meter testing fees.

Hence, the Complainant prayed before the Forum to consider the case for meter testing and correction of bill as per law.

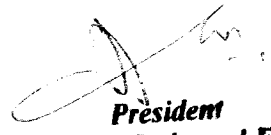
SUBMISSION OF OPPOSITE PARTY

The Opposite Party has not submitted any relevant documents 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 1kw with initial date of p/s 07.08.2009 as seen from the FG data base/ Samadhan App. The complainant has raised objection on efficiency of meter and billing thereon. As seen, the complainant has paid of Rs 20,000/- and 16,000/- on 19.07.2024 and 19.09.2024 respectively. The opposite party has revised the bill and withdrawn an amount of Rs 15,201.73/- which was credited in ledger on 07.08.2024 and debited Rs 2,903.40/- towards meter change assessment in Aug'2022 as seen from the Samadhan App. But, the complainant is not satisfied on the bill revision so done by opposite party and doubt on the efficiency on functioning of the meter. The complainant has declared that the meter testing fees was deposited on 19.09.2024 which to be verified by opposite party.

Hence, the Forum is in the opinion that the Opposite party is liable to test the meter after confirmation of the deposit of the meter testing fees or otherwise debit the meter testing fees in the consumer no. if found unpaid and accordingly revise the bill further if found any discrepancy in the meter testing report with adjustment of previous bill revision and amount involved thereon as per accounting principle and law applicable for the purpose.


President
Grievance Redressal Forum -
TPWODL, Burla - 768017

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 test the meter after confirmation of the deposit of the meter testing fees or otherwise debit the meter testing fees in the consumer no. if found unpaid and accordingly revise the bill further if found any discrepancy in the meter testing report with adjustment of previous bill revision and amount involved thereon as per accounting principle and law applicable for the purpose.
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.K. Satpathy)

President
President
Grievance Redressal Forum
TPWODL, Burla - 768017

- Copy to:** - (1) Krushna Ch. Bag, C/o-Sulochana Bag, At-Jhareipali, Po-A. Katapali, Dist- Sambalpur.
(2) Sub-Divisional Officer (Elect.), Hirakud, TPWODL with the direction to serve one copy of the order to the Complainant/Consumer.
(3) Executive Engineer (Elect.), SED, 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.orerc.org under the "head "Cases->"GRF".