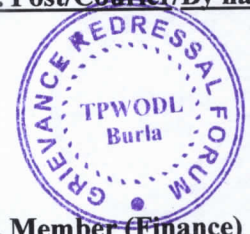


Grievance Redressal Forum
TPWODL, BURLA

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



Ref: GRF/Burla/Div/SEED/ (Final Order)/ 14504

Date: 23/02/24

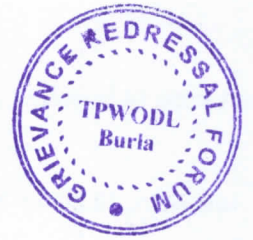
Present:
Sri A.K. Satapathy, President
Sri B.Mahapatra (Co-opted Member)
Sri A.P.Sahu Member(Finance)

1	Case No.	BRL/69/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Santosh Mahakud At-Khadiapali, Po-Lapanga Dist-Sambalpur	4163-3531-0360	7894616748	
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	23/02/24			
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 Santosh Mahakud

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

GRF Case No- BRL/69/2024

Sri Santosh Mahakud
At-Khadiapali, Po-Lapanga
Dist-Sambalpur
Consumer No.- 4163-3531-0360

COMPLAINANT

VRS

SDO(Electrical), Rengali, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

Sri Santosh Mahakud is a domestic consumer bearing consumer No 4163-3531-0360 with CD 1KW with initial date of power supply is 03.05.2007 vide meter No 290107866 which is changed in Jan-feb-2015 with Meter No WCS01241. He appeared before this forum on dated 08.01.24 at its camp held in the office of SDO Office, Rengali and submitted a written complain wherein he has ~~stated about~~ stated about billing dispute 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 & no other relevant submitted by opposite party in this case.

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 1KW with date of initial power supply 03.05.2007 through meter SI No 290107866 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. Meanwhile, the meter SI No WCS01241 was effected in billing since Jan-Feb-2015 with IMR '0'. The opposite party has raised the bill in Dec-2023 for KWh reading of 9534 with billing unit 6030 has happened due to improper meter reading time to time & the suppressed reading has been billed in that month hence developed the current bills for Rs.19558.53. Seen the submitted photograph & reading of 9496 on 08.01.2024. Hence, required revision to settle the billing dispute.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from Jan-Feb-2015 to 08.01.2024 by spread over the reading of 9496 units with IMR '0' in reference to consumption recorded meter SI No WCS01241 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any & set the 'O' code on 08.01.2024 as 9496 KWh & also revise later part bill for its correction.

President
Grievance Redressal Forum
TPWODL, Burla - 768017

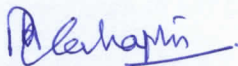
ORDER

After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the order as follows.

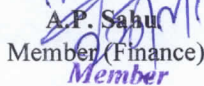
1. The Opposite Party is directed to revise the bill for the periods from Jan-Feb-2015 to 08.01.2024 by spread over the reading of 9496 units with IMR '0' in reference to consumption recorded meter SI No WCS01241 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any & set the 'O' code on 08.01.2024 as 9496 KWh & also revise later part bill for its correction.
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.

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)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017



A.K. Satapathy
(President)
President
Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: -

1. Sri Santosh Mahakud, At-Khadiapali, Po-Lapanga, 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:Bhoynagar, 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".)