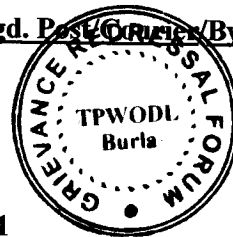


Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601**Bench: A.K.Satpathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)**

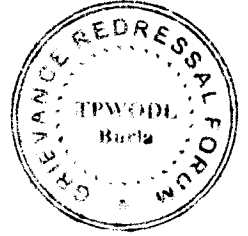
Ref: GRF/Burla/Div/SEED/ (Final Order)/ 2129 (4)

Date: 30/10/24

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

1	Case No.	BRL/702/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Umakanta Nath Ayodhya Vihar, Near ST Jones School Po/Dist- Sambalpur-768006		4161-3301-0045	7682824951
3	Respondent/s	SDO(Electrical),Bhutapada, TPWODL			Division S.E.E.D, TPWODL, Sambalpur
4	Date of Application	21.09.2024			
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	21.09.2024			
9	Date of Order	30/10/24			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Bhutapada, TPWODL



Appeared

For the Complainant- Umakanta Nath

For the Respondent - SDO(Elect.), Bhutapada, TPWODL, Sambalpur.

GRF Case No- BRL/702/2024

Umakanta Nath

Ayodhya Vihar, Near ST Jones School

Po/Dist- Sambalpur-768001

Consumer No.- 4161-3301-0045

VRS

SDO(Elect.), Bhutapada, TPWODL, Sambalpur

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Umakanta Nath has appeared in the hearing on Dt. 21.09.2024 at the camp held at ESO Office, Bhutapada and submitted a written complaint wherein he has stated about billing dispute- Extra Bill of Rs.20000.00 given before one year & requested to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

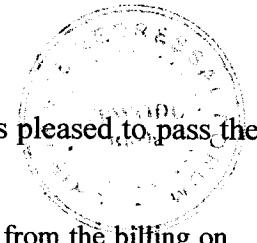
The opposite party has submitted consumer history from April 2018 to Sept-2024, a sundry adjustment sheet & W/S vide Email on 17.10.224 in this case.

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 of 2KW with date of initial power supply on Dt.14.07.2016 through meter SI No WUS01185 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. Actual bill was served to the complainant up to Jan 2017 in the above meter & for the period from May 2017 to July 2020 as per consumption recorded in meter SL No WLT002448. PL/Avg bills were served to the complainant for the period from Feb-2017 to April-2017 & Aug 2020 to Dec 2020. The opposite party has done the meter changed assessment & debited Rs.16822.86 in billing in the month of Sept 2022 as seen from Samadhan App. As seen the meter SI No LW62570 was in billing in Jan 2021 & continuing till date. The meter change assessment has been done is ambiguous & the opposite party could not able to explain it in details which has been done by back office & also not submit any relevant documents for its confirmation. So, this Forum is not accepting the same rather consider the bill revision from Feb 2017 to April 2017 & Aug 2020 to Dec 2020. The meter SL No TWSP51134074 was installed on 28.03.2024 with IMR '0' & MF 1. Hence, bill revision is required to settle the billing dispute.

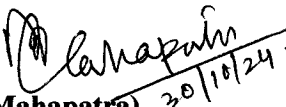
Hence it is the opinion of the Forum that the opposite party is liable to withdraw the amount so debited of Rs.16822.86 from the billing on account of meter change assessment and go for bill revision for the periods from Feb 2017 to April 2017 & Aug 2020 to Dec 2020 with reference to consumption recorded in the intermediary meter installed immediate to the above periods considering consumption of six consecutive months with the daily/monthly actual consumption thereof, considering the adjustment of previous bill revisions if any as per law.

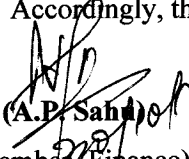
ORDER




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 withdraw the amount so debited of Rs.16822.86 from the billing on account of meter change assessment and go for bill revision for the periods from Feb 2017 to April 2017 & Aug 2020 to Dec 2020 with reference to consumption recorded in the intermediary meter installed immediate to the above periods considering consumption of six consecutive months with the daily/monthly actual consumption thereof, considering the adjustment of previous bill revisions if any as per law.
2. The Opposite party is directed not to consider the bill revision for the period revised earlier and adjust the revision as per law/for the period of penalty/in both cases, if any, as applicable as it has 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 benefits of OTS scheme and rebate thereof, if any, as applicable as it has 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 into 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, serve 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 at, 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.


(B. Mahapatra) 30/10/24.
(Co-Opted Member)
Co-opted Member

Accordingly, the case is disposed of.

(A.P. Saha)
Member (Finance)
Member


(A.K. Satpathy)
President
President

Grievance Redressal Forum
TPWODL, Burla - 768017

Grievance Redressal Forum
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Grievance Redressal Forum
TPWODL, Burla - 768017

1. Umakanta Nath, Ayodhya Vihar, Near St Jones School, Po/Dist- Sambalpur-768006.
2. Sub-Divisional Officer (Elect.), Bhutapada, TPWODL, Sambalpur 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".