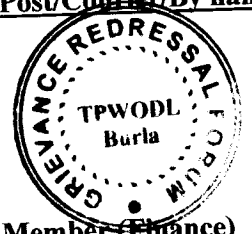


**Grievance Redressal Forum
TPWODL, BURLA**

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/SEED/ (Final Order)/2096⁽⁴⁾

Date: 30.10.2024

Present:

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

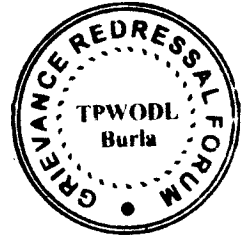
1	Case No.	BRL/703/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Amitav Panda At/Po-Dhama, Dist- Sambalpur-768113		4162-3301-0531	9439139693/ 7894972782
3	Respondent/s	SDO(Electrical), Dhanupali,TPWODL			Division S.E.E.D, TPWODL, Sambalpur
4	Date of Application	23.09.2024			
5	In 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	23.09.2024			
9	Date of Order	29.10.2024			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office,Dhama,TPWODL, Sambalpur.

Appeared

For the Complainant- Amitav Panda

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



GRF Case No- BRL/703/2024

(1) Amitav Panda
At/Po-Dhama,
Dist- Sambalpur-768113
Consumer No.- 4162-3301-0531

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Amitav Panda bearing Consumer No **4162-3301-0531** under SEED, TPWODL, Sambalpur stated about billing dispute-the soubhagya p/s was allotted in 2019 but really the p/s was effected in 2023 after installation of the meter but bill has been raised since 2019.

Hence, the Complainant prayed before the Forum to consider the case for revision/rectification.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted the PVR dtd. 07.10.2024 and w/s on 15.10.2024 as well as ledger copy in this case.

OBSERVATION

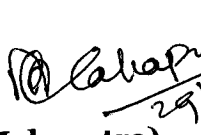
The case is pursued with all documents available in records (FG data base and Samadhan App) and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-Domestic consumer having CD 0.5kw with initial date of p/s 17.01.2019 as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in gist of the case. The Commercial Officer, Dhama has declared that the p/s of the above consumer was charged on 08.08.2023 after installation of new meter but the Avg. bills were generated since Mar'2019. SDO,Dhanupali has also accepted the PVR and submitted the w/s with the consent that p/s was effected on 08.08.2023 and requested to revise the bill by withdrawing from the billing for the period from Mar'2019 to Nov'2023. As verified, the bills were raised on the complainant since Mar'2019 to Aug'2021 without meter on average basis and seen a meter in billing bearing no. WM477822 might be a dummy meter in Sep'2021 and actual and PL bills were served upto Nov'2023 seems to be doubtful/irregular. Meanwhile, the meter sl. no.300075968 was installed on 08.08.2023 with IMR 0 and MF 1. Form the pattern of billing and declaration of field officers it is clear that the bills were generated from the date of p/s(17.01.2019) to 07.08.2023 even if there was no p/s and the billing from 08.08.2023 to onward periods to be taken into consideration for payment by complainant. To settle the billing dispute bill revisions are required.

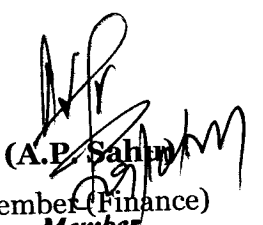
Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill by withdrawing the total billing so raised during 17.01.2019 to 07.08.2023 as because there was neither any p/s nor any connection has been done by the complainant. Further, recast the bill for the period from 08.08.2023 to 28.02.2024 taking IMR as "0"kw/h and FMR as "309"kw/h with reference to consumption recorded in meter sl. no." 300075968" with the daily/monthly actual average consumption thereof.


ORDER

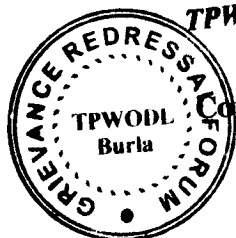
Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:

1. The Opposite Party is directed to revise the bill by withdrawing the total billing so raised during 17.01.2019 to 07.08.2023 as because there was neither any p/s nor any connection has been done by the complainant. Further, re-~~2023~~ the bill for the period from 08.08.2023 to 28.02.2024 taking IMR as "0" kwh and FMR as "309" kwh with reference to the consumption recorded in meter sl. no." 300075968" with the daily/monthly actual average consumption thereof.
 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. Sahoo)
Member (Finance)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017


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



- Copy to: - (1) Amitav Panda, At/Po-Dhama, Dist- Sambalpur-768113.
(2) Sub-Divisional Officer (Elect.), Dhanupali, 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".