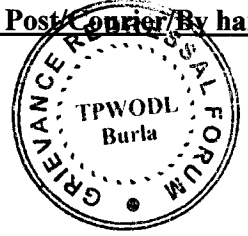


Grievance Redressal Forum

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)/ 2323 (4)

Date: 31/12/24

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

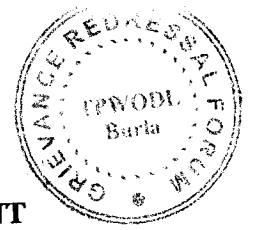
1	Case No.	BRL/742/2024																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Digambar Padhee S/o Late Jaya Bihari Padhee At/Po-Sakhipara, Dist- Sambalpur-768001		4161-3304-0033	9437196001																																
3	Respondent/s	SDO(Electrical) Bhutapada,TPWODL			Division S.E.E.D, TPWODL, Sambalpur																																
4	Date of Application	19.10.2024																																			
5	In the matter of-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>✓</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand / Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment & apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply & GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection & equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>X</td> </tr> <tr> <td colspan="4">15. Others (Specify) -X</td> </tr> </table>				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			
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6	Section(s) of Electricity Act, 2003 involved																																				
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8	Date(s) of Hearing	19.10.2024																																			
9	Date of Order	31/12/24																																			
10	Order in favour of	Complainant	✓	Respondent	Others																																
11	Details of Compensation awarded, if any.	NIL																																			

Place of Camp: SDO, Office, Bhutapada, TPWODL, Sambalpur.

Appeared

For the Complainant- Digambar Padhee

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



GRF Case No- BRL/742/2024

COMPLAINANT

(1) Digambar Padhee
At/Po-Sakhipara,
Dist- Sambalpur-768001
Consumer No.- 4161-3304-0033

VRS

(1) SDO(Elect.) Bhutapada, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Digambar Padhee bearing Consumer No **4161-3304-0033** under SEED, TPWODL, Sambalpur has stated about billing dispute-Irregular bill of Rs 36,784/- in the name of average arrear.

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

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted ledger copy for the period from Apr'2018 to Sep'2024, W/s and PVR dtd. 13.11.2024 as well as consumer details 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 1.5kw with initial date of p/s 01.01.1990 as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in gist of the case. The meter sl. no."300079552" was installed on 13.07.2023 with IMR as "o" and MF "1". The opposite party has debited an amount of Rs 34235.26/- towards defective period assessment from Jul'2021 to Jun'2023 where found that the PL/Avg. bills were served to the complainant from Jun'2021 to Jun'2023 i.e (21.06.2021 to 13.07.2023). Although, the defective period assessment has done by opposite party with reference to law but required recalculation for confirmation of the debit amount or for adjustment after recalculation. However, it is seen that the complainant has submitted copy of the purchase bill of AC. From the purchase bill it came to the knowledge of the Forum that the AC was purchased on 07.04.2023 and assumed that the AC was used since the date of its purchase. In PVR dtd.13.11.2024, the opposite party has stated that the load was 3.7kw and the above load increased since the date of purchase and used of AC but the above load might not be during the period from 21.06.2021 to 13.07.2023 (Jun'2021 to Jun'2023). Considering the material facts the Forum feels that the load in PVR is not applicable for calculation of defective period assessment rather the load of 1.7kw to be considered for it (load as per PVR 3.7kw - AC load of 2kw). So, the consumption for the period from 13.07.2023 to 18.02.2024 to be allotted on prorata basis i.e $1201.94 \text{ (consumption during the above period)} / 3.7 * 1.7 = 2616 / 3.7 * 1.7$. To settle the billing dispute recalculation is required for defective period assessment.

Hence, the Forum is in the opinion that the Opposite party is liable to recalculate the defective period assessment amount considering the consumption of 1201.94 or say 1202 units during the period from 13.07.2023 to 18.02.2024 with the daily/monthly actual average consumption thereof with adjustment of previous defective assessment period amount as per accounting principle and the benefit to be effected in billing by giving credit sundry accordingly.

ORDER

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

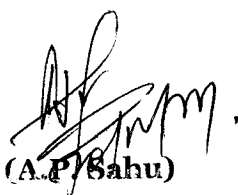
1. The Opposite Party is directed to recalculate the defective period assessment amount considering the consumption of 1201.94 or say 1202 units during the period from 13.07.2023 to 18.02.2024 with the daily/monthly actual average consumption thereof with adjustment of previous defective assessment period amount as per accounting principle and the benefit to be effected in billing by giving credit sundry accordingly.
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. Bahu)

Member (Finance)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017



(A.K. Satpathy)

President
President
Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: - (1) Digambar Padhee, At/Po-Sakhipara, Dist- Sambalpur-768001.

(2) Sub-Divisional Officer (Elect.) Bhutapda, 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.3K-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.oerc.org under the "head "Cases->"GRF".