

**Grievance Redressal Forum
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017

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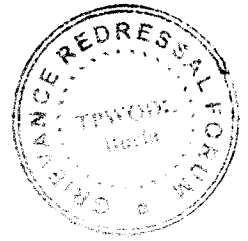
Bench: A.K.Satpathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)

Ref: GRF/Burla/Div/SEED/ (Final Order)/ 2286(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/778/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Puspa Basu At- Mohantpada Po-Bhutapada Dist- Sambalpur.		4161-3304-0813	7008546041
3	Respondent/s	SDO(Electrical), Bhutapada,TPWODL			Division S.E.E.D, TPWODL, Sambalpur
4	Date of Application	08.11.2024			
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	08.11.2024			
9	Date of Order	31/12/24			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



peared
for the Complainant- Puspa Basu
for the Respondent - SDO(Elect.), Bhutapada, TPWODL.

GRF Case No- BRL/778/2024

COMPLAINANT

- (1) Puspa Basu
At- Mohantpada
Po- Bhutapada
Dist- Sambalpur
Consumer No.- 4116-3304-0813

VRS

- (1) SDO(Elect.), Bhutapada, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Puspa Basu bearing Consumer No **4161-3304-0813** under SEED, TPWODL, Sambalpur stated about billing dispute.

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

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted w/s dtd.19.11.2024, PVR dtd. 08.11.2024 and ledger copy for the period from Jan'2016 to Sep'2024 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 0.50kw with initial date of p/s 31.08.2018 without meter as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in the gist of the case. Avg. bills were served to the complainant from the date of p/s to Oct'2019(06.11.2019). The meter sl. no.LW497912 was seen in billing in Nov'2019 and continued upto billing month Mar'2024 with kwh reading of "16454". The meter sl. no.TWST1715999 was also installed on 10.04.2024 with IMR as "o" and MF "1".In Aug'2021, the kwh reading was "10495" with billing unit "5255" and the suppressed reading was billed in this month and hence the current bill was raised for an amount of Rs 33,476.24/- due to which arrear has gone up to Rs 48,255.49/- from Rs 14,779.25/- in Jul'2021. This Forum has gone through the PVR and w/s submitted by opposite party where they mentioned that the p/s was effected from 31.08.2018 through meter bearing sl. no." LW497912" but has failed to submit any relevant documents like meter installation protocol/meter change report/copy of meter change register etc. for confirmation of the date of installation of meter. A mere declaration can not hold good to consider the same by this Forum might be declared without going through the details. As observed the meter reading was "203" kwh on Nov'2019 and considering the consumption pattern, the above reading is not confirming about the use in between date of p/s to Nov'2019 hence the delay updating in billing is not acceptable. So, the Forum believes that the meter was installed during 07.11.2019 to 05.12.2019 and for decision making purpose in a lien view the date to be considered as 07.11.2019 in absence of confirm documents and with the law, benefit of doubt to be passed to the complainant. So, bill revision is required to settle the billing dispute.

Hence, the Forum is in the opinion that the Opposite party is liable to spread over the kwh reading of "10495" in between the periods from 07.11.2019 to 16.09.2021 considering recorded consumption in meter bearing Sl No "LW497912" with the daily/monthly actual average consumption thereof and also revise the bill for the period from the date of p/s to 06.11.2019 basing on the actual average consumption so derived in 1st instance considering the adjustment of previous bill revisions if any as per law.


Grievance Redressal Forum
TPWODL, Sakhipada - 768011

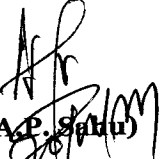
ORDER


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

1. The Opposite Party is directed to spread over the kwh reading of "10495" in between the periods from 07.11.2019 to 16.09.2021 considering recorded consumption in meter bearing Sl No "LW497912" with the daily/monthly actual average consumption thereof and also revise the bill for the period from the date of p/s to 06.11.2019 basing on the actual average consumption so derived in 1st instance 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 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. Satpathy)
Member (Finance)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017


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

- Copy to:** - (1) Puspa Basu, At- Mohantpada, Po- Bhutapada, Dist- Sambalpur.
(2) Su b-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.oriarc.org under the "head "Cases->"GRF".