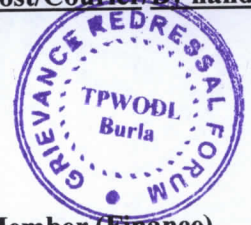


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 1456(4)

Date: 23/02/2024

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

1	Case No.	BRL/106/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Jagannath Pradhan At/Po- Basiapada, Rairakhol, Dist- Sambalpur.	4162-3202-1784	7684058781	
3	Respondent/s	SDO(Electrical),Rairakhol , TPWODL		Division S.E.E.D, TPWODL, Deogarh	
4	Date of Application	13.02.2024			
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	13.02.2024			
9	Date of Order	23/02/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

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



Appeared

For the Complainant- Sri Jagannath Pradhan
Represented by Sri Nabin Kumar Pradhan
For the Respondent - SDO(Elect.), Rairakhol, TPWODL, Sambalpur.

GRF Case No- BRL/106/2024

(1) Sri Jagannath Pradhan
At/Po-Basiapada, Rairakhol,
Dist- Sambalpur.
Consumer No.- 4164-3202-1784

COMPLAINANT

VRS

(1) SDO(Elect.), Rairakhol, TPWODL, Sambalpur

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Sri Jagannath Pradhan bearing Consumer No **4164-3202-1784** represented by Sri Nabin Kumar Pradhan under SEED, TPWODL, Sambalpur stated about billing dispute.

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

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has not submitted any relevant documents 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 0.06kw with initial date of p/s 02.02.2015 as seen from the FG data base. The complainant has raised objection on billing dispute specially for billing in Oct'2022 for the amount of Rs 57631.59/-. The above complainant was served PL/Actual bills from the date of initial p/s where it is seen that the meter sl. no "WLT074072" was installed on 30.03.2018 with IMR as "zero" and came into billing fold in Mar-Apr'2018 and the actual bill was served in Oct'2022 with kwh reading of "14160" with billing unit "14077" hence increase the arrear. The above billing has happened due to improper billing time to time and developed the bill in one month with the suppressed reading by opposite party which should not be acceptable and also in efficiency of the meter reading. So, for settlement of the dispute bill revision is required.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill for the period from 30.03.2018 to 15.11.2022 (Mar-Apr'2018 to Sep-Oct'2022) basing on the consumption recorded in meter sl. no." WLT074072" by spread over the reading of "14160" with IMR as "zero" with its daily/monthly actual average consumption thereof.

ORDER

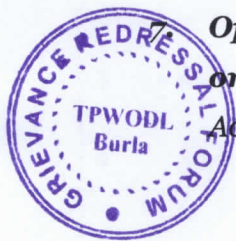
Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:

1. *The Opposite Party is directed to revise the bill of the consumer for the period from 30.03.2018 to 15.11.2022 (Mar-Apr'2018 to Sep-Oct'2022) basing on the consumption recorded in meter sl. no." WLT074072" by spread over the reading of "14160" with IMR as "zero" with its 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.

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.



(Signature of B. Mahapatra)

(B. Mahapatra)

(Co-Opted Member)

*Co-opted Member
Grievance Redressal Forum
TPWODL, Burla - 768017*

(Signature of A.P. Sahu)

(A.P. Sahu)

Member (Finance)

Member

*Grievance Redressal Forum
TPWODL, Burla - 768017*

(Signature of A.K. Satpathy)

(A.K. Satpathy)

President
President

*Grievance Redressal Forum
TPWODL, Burla - 768017*

Copy to: - (1) Sri Jagannath Pradhan, At/Po- Hatibari, Rairakhol, Dist- Sambalpur.

(2) Sub-Divisional Officer (Elect.), Rairakhol, 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.orienc.org under the "head "Cases->"GRF".