

**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)/ 1457 (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/107/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Smt. Laxmi Pradhan At/Po- Hatibari, Rairakhol, Dist- Sambalpur.		4162-3202-0427	9771031938
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 Santanu Pradhan

Represented by Smt. Laxmi Pradhan

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



GRF Case No- BRL/107/2024

(1) Sri Santanu Pradhan

At/Po-Hatibari, Rairakhol,

Dist- Sambalpur.

Consumer No.- 4164-3202-0427

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 Santanu Pradhan bearing Consumer No **4164-3202-0427** represented by Smt. Laxmi 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 1kw with initial date of p/s 17.05.2009 as seen from the FG data base. The complainant has raised objection on billing dispute. The meter sl. no "8029791" was effected in billing in Nov-Dec'2010 and a bill was served on 06.11.2020(billing month Sep-Oct'2020) for kwh reading of "7002" with billing units of "5002" in that month with IMR as "zero". Further, it is seen that PL bills were served for the period from Mar-Apr'2021 to Sep-Oct'2022. In the meantime, the meter sl. no. "WHL008181" was in billing since Sep-Oct'2021 whose date of installation was 13.10.2021 with IMR as "zero" and MF "1".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 Nov'2010 to Oct'2020 basing on the consumption recorded in meter sl. no." 8029791" by spread over the kwh reading of "7002" with IMR as "zero"(1st) and for the period from 13.10.2021 to 13.01.2023 taking IMR as "zero" by spread over the kwh reading of "396" in between the above periods (2nd) with its daily/monthly actual average consumption thereof and for the period from Apr'2021 to Aug'2021 as per actual average consumption derived in 2nd instance.

ORDER

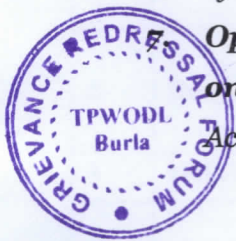
Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:


- 1. The Opposite Party is directed to revise the bill of the consumer for the period from Nov'2010 to Oct'2020 basing on the consumption recorded in meter sl. no." 8029791" by spread over the kwh reading of "7002" with IMR as "zero"(1st) and for the period from 13.10.2021 to 13.01.2023 taking IMR as "zero" by spread over the kwh reading of "396" in between the above periods (2nd) with its daily/monthly actual average consumption thereof and for the period from Apr'2021 to Aug'2021 as per actual average consumption derived in 2nd instance.*

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.




(B. Mahapatra)

(Co-Opted Member)
Co-opted Member
Grievance Redressal Forum
TPWODL, Burla - 768017


(A.P. Sahu)

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


(A.K. Satpathy)

President
President
Grievance Redressal Forum
TPWODL, Burla - 768017

- Copy to:** - (1) Sri Santanu 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.orierc.org under the "head "Cases->"GRF".