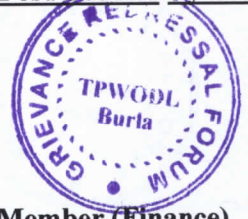


**Grievance Redressal Forum
TPWODL, BURLA**

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/SED/ (Final Order)/1477 (4)

Date: 27/02/2024

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

1	Case No.	BRL/54/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Dayamaya Pradhan At- Doharmal Deep Borewell, Upar pada, Po- A.Katapali, Dist- Sambalpur.	4110-0103-0861	6371500735	
3	Respondent/s	EE(Electrical) SED, TPWODL, Sambalpur & SDO, Burla, TPWODL, Sambalpur		Division S.E.D, TPWODL, Sambalpur	
4	Date of Application	30.01.2024			
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	08.02.2024			
9	Date of Order	27/02/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: GRF Office, Burla, TPWODL, Sambalpur.



Appeared

For the Complainant- Sri Dayamaya Pradhan

For the Respondent - EE(Elect.) SED, TPWODL, Sambalpur.

GRF Case No- BRL/54/2024

(1) Sri Dayamaya Pradhan

At- Doharmal Deep Borewell, Upar pada,

Po- A.Katapali,

Dist- Sambalpur.

Consumer No.- 4110-0103-0861

COMPLAINANT

VRS

(1) EE(Elect.) SED, TPWODL, Sambalpur

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Sri Dayamaya Pradhan bearing Consumer No **4110-0103-0861** under SED, 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 submitted the copy of w/s dtd. 08.02.2024 and ledger copy for the period from May'2020 to Jan'2024.

OBSERVATION

The case is pursued with all documents available in records and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-Irrigation Pumping and Agriculture consumer having CD 3HP with initial date of p/s 15.04.2020 as seen from the FG data base. The meter sl. no."10049287" was changed on 30.11.2023 with IMR as "zero" with giving advance reading thereon where found the meter sl. no." WLT159590" was continued since the date of p/s 15.04.2020 but was installed on 14.04.2020. The above meter was a single-phase meter but billed with MF "3" treating it as 03 phase supply. But during hearing, the complainant has stated that a 1Hp motor has been used from the date of p/s. However, the opposite party in the w/s has stated that the p/s provided through 03phase being used the 03Hp motor also. The kwh reading in meter sl. no."WLT159590" was "16982" on 21.11.2023 as seen from the meter reading status in FG data base. The opposite party has revised the bill for the period from May'2020 to Oct'2023 (14.04.2020 to 21.11.2023) and debited an amount of Rs 60,931.80/- towards bill revision of delay meter updating and credited an amount of Rs 1015.92/- towards agriculture high units reverse but the revision to be updated as 15.04.2020 to 21.11.2023 instead of 14.04.2020 to 21.11.2023 as the p/s has been effected since 15.04.2020.

Hence, the Forum is in the opinion that as the Opposite party has already been revised the bill so need not required any further revision but a special verification to be conducted headed by SEEC, Sambalpur consisting of EE, SED, Sambalpur, concerned ESO & SDO along with L/M & AOC/AOT of that area in presence of the complainant and if found the complainant is using p/s through single phase with installation of 1Hp motor since date of p/s may be revised the bill from 15.04.2020 to 21.11.2023 taking the units as "16982" without MF "3" and accordingly withdrawn the balance amount already billed to resolve the billing dispute.

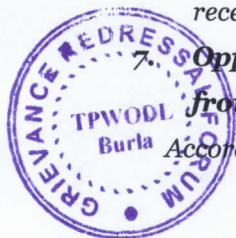
ORDER

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 conduct a special verification to be headed by SEEC, Sambalpur consisting of EE, SED, Sambalpur, concerned ESO & SDO along with L/M & AOC/AOT of that area in presence of the complainant and if found the complainant is using p/s through single phase with installation of 1Hp motor since date of p/s may be revised the bill from 15.04.2020 to 21.11.2023 taking the units as "16982" without MF "3" and accordingly withdrawn the balance amount already billed.
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. 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 Dayamaya Pradhan, At- Doharmal Deep Borewell, Upar pada, Po- A. Katapali, Dist- Sambalpur.
 - (2) Sub-Divisional Officer (Elect.), Burla, TPWODL, Sambalpur with the direction to serve one copy of the order to the Complainant/Consumer.
 - (3) Executive Engineer (Elect.), SED, 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: Bhoingar, 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".