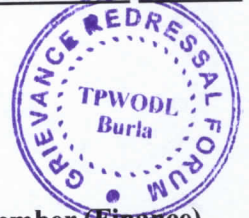


**Grievance Redressal Forum
TPWODL, BURLA**

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)/1474(4)

Date: 27/02/24

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

1	Case No.	BRL/57/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Smt. Basanti Jena At- Qtr. No-E2 PH Burla Po- Burla, Dist- Sambalpur.	4113-1101-0429	7978999194	
3	Respondent/s	SDO(Electrical) Burla,TPWODL,Sambalpur	Division S.E.D, TPWODL, Sambalpur		
4	Date of Application	06.02.2024			
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	08.02.2024			
9	Date of Order	27/02/24			
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- Smt. Basanti Jena

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

GRF Case No- BRL/57/2024

(1) Smt. Basanti Jena

At- Qtr. No-E2 PH Burla

Po- Burla,

Dist- Sambalpur.

Consumer No.- 4113-1101-0429

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Smt. Basanti Jena bearing Consumer No **4113-1101-0429** under SED, TPWODL, Sambalpur stated about billing dispute and has submitted a copy of bill, allotment letter issued by SE, PH Circle, Sambalpur, copy of aadhar card etc. in its support.

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

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted ledger copy, copy of final bill issued in favour of Nilamadhab Nag, copy of money receipt towards RC for Rs 150/- dtd. 16.04.2019 issued vide MR no. B50041130, copy of security deposit of Rs 2633/- issued to Sri Nag vide MR no. SD.A1296004 (cancelled), PVR dtd. 16.10.2019 for CMR, copy of letter of Sri Nag to SDO, Burla, copy of security deposit MR dtd. 29.08.2019 for Rs 1138/- and MR for RC of Rs 150/- in favour of Smt. Basanti Jena etc. in this case but not submitted the w/s in spite of direction during hearing by this Forum.

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 4kw with initial date of p/s 26.11.2008 as seen from the FG data base. The Qtr. no. E/1, at water works, Burla has been allotted by SE, PH, Circle, Sambalpur in favour of Smt. Basanti Jena vide its Office order no 04/PHC. of 2019-2020 dtd. 19.06.2019 which was earlier allotted to Sri Nilamadhab Nag and accordingly Sri Nag was resided upto 16.10.2019 in that quarter where the field officers have taken the final meter reading of meter no. "8121728" with kwh reading of "18140" and accordingly issued final bill after adjustment of the SD amount of Sri Nag and also NDC was issued to Sri Nag as stated by the representative of opposite party during hearing but failed to submit the NDC of Sri Nag. In the course of hearing Smt. Basanti Jena has also stated that she has occupied the quarter in middle of Oct'2019 although allotted the quarter on 19.06.2019. The date of 17.10.2019 to be treated as the date of quarter occupied by Smt. Jena. The complainant is liable to pay the bill on electricity from 17.10.2019 to till date and upto the periods of occupied of the quarter. The meter sl. no. "8121728" was earlier in billing and continued upto Jul'2022 with kwh reading of "21150". Meanwhile, the meter sl. no. "TPWODL1063431" was installed on 31.10.2022 with IMR as "zero" & MF "1" and is continuing in billing giving advance reading time to time. So, bill revision is required to settle the billing dispute.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill for the period from 17.10.2019 to 23.10.2019 basing on the consumption recorded in meter sl. no."8121728" taking the IMR as "18140" kwh on 17.10.2019 & FMR as "18346" kwh on 23.10.2019 and the daily/monthly actual average consumption thereof. Further, transfer the amount to inoperative account so arrived after revision keeping the due portion on Smt. Jena only, the total balance and which should be recovered from the defaulting occupier by writing to SE,PH,Circle Sambalpur with copy to AG,Odisha for its recovery and serve the proper bill to the above complainant accordingly on monthly basis.

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 for the period from 17.10.2019 to 23.10.2019 basing on the consumption recorded in meter sl. no."8121728" taking the IMR as "18140" kwh on 17.10.2019 & FMR as "18346" kwh on 23.10.2019 and the daily/monthly actual average consumption thereof. Further, transfer the amount to inoperative account so arrived after revision keeping the due portion on Smt. Jena only, the total balance and which should be recovered from the defaulting occupier by writing to SE,PH,Circle Sambalpur with copy to AG,Odisha for its recovery and serve the proper bill to the above complainant accordingly on monthly basis.
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

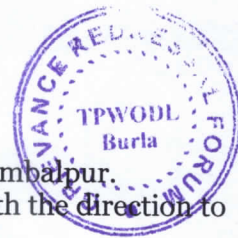


(A.K. Satpathy)

President

President

Grievance Redressal Forum
TPWODL, Burla - 768017



- Copy to: -** (1) Smt. Basanti Jena, At- Qtr. No-E2 PH Burla, Po- Burla, 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: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".