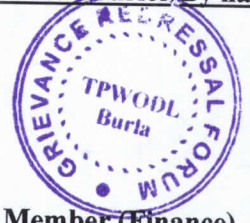


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 1479(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/97/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Achuta Badhei At/Po- Kaliasara,Rengali, Dist- Sambalpur.	4163-3542-0105	9937776625	
3	Respondent/s	SDO(Electrical) Rengali,TPWODL,Sambalpur	Division S.E.E.D, TPWODL, Sambalpur		
4	Date of Application	08.01.2024			
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	08.01.2024			
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: ESO Office, Rengali, TPWODL, Sambalpur.

Appeared

For the Complainant- Sri Achuta Badhei

Represented by Sri Premananda Badhei

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



GRF Case No- BRL/97/2024

(1) Sri Achuta Badhei

At/Po- Sason,Rengali,

Dist- Sambalpur.

Consumer No.- 4163-3542-0105

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Sri Achuta Badhei bearing Consumer No **4163-3542-0105** represented by Sri Premananda Badhei 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 2kw with initial date of p/s 01.01.1990 as seen from the FG data base. The meter sl. no. "1976753" was in billing since Jan-Feb'2001 with IMR as "11" where it is seen that kwh reading was "2164" with billing unit "977" in Sep-Oct'2003 and it is also seen that PL/Avg. bills were served from Mar-Apr'2005 to Aug'2009. During the scrutiny of the ledger, it came to the notice of the Forum that actual bill was served in Jan'2020 with kwh reading of "1529" and thereafter PL bills were made from Feb'2020 to Mar'2023. In the course of verification of consumer changes, it is found that meter sl. no." LW475151" was installed on 13.04.2023 with IMR & MF as"1" each. The opposite party has done the bill revision and credited for an amount of Rs 13,198.70/-. 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 Jan-Feb'2001 to Sep-Oct'2003 basing on the consumption recorded in meter sl. no." 1976753" taking the IMR as "11" kwh by spread over the reading of "2164" in between the periods as well as for the period from Mar'2005 to Feb'2007 basing on the consumption recorded in meter sl. no." 346030" was in billing since Aug'2009 taking the IMR as "2" kwh considering the IMR as "97" kwh in Oct'2009 and FMR as"407" kwh in Mar'2010 with its daily/monthly actual average consumption thereof.


President
Grievance Redressal Forum
TPWODL, Burla - 768017

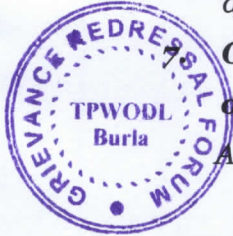
ORDER

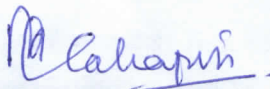
Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:

1. The Opposite Party is directed to revise the bill of the consumer for the period from Jan-Feb'2001 to Sep-Oct'2003 basing on the consumption recorded in meter sl. no." 1976753" taking the IMR as "11" kwh by spread over the reading of "2164" in between the periods as well as for the period from Mar'2005 to Feb'2007 basing on the consumption recorded in meter sl. no." 346030" considering the IMR as "97" kwh in Oct'2009 and FMR as "407" kwh in Mar'2010 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.





(B. Mahapatra)

(Co-Opted Member)

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



(A.P. Sahu)

Member (Finance)

Grievance Redressal Forum
TPWODL, Burla - 768017



(A.K. Satpathy)

President
President

Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: - (1) Sri Achuta Badhei, At/Po- Sason, Rengali, Dist- Sambalpur.

(2) Sub-Divisional Officer (Elect.) Rengali, 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".