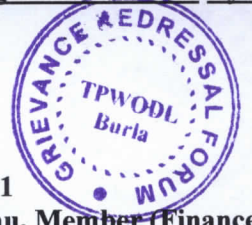


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 1454 (4)

Date: 23/2/2024

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

1	Case No.	BRL/103/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Smt. Bichitra Pradhan At/Po- Hatibari, Rairakhol, Dist- Sambalpur.	4164-3201-1280	7735247709	
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			

President

**Grievance Redressal Forum
TPWODL, Burla - 768017**

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

Appeared

For the Complainant- Smt. Bichitra Pradhan
Represented by Sri Gobardhan Pradhan

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



GRF Case No- BRL/103/2024

(1) Smt. Bichitra Pradhan
At/Po- Hatibari, Rairakhol,
Dist- Sambalpur.
Consumer No.- 4164-3201-1280

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Smt. Bichitra Pradhan bearing Consumer No **4164-3201-1280** represented by Sri Gobardhan Pradhan under SEED, TPWODL, Sambalpur stated about billing dispute.

Hence, the Complainant prayed before the Forum to consider her 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 submitted by the complainant and merit of the case. On examining the case in details, the Forum observed that the complainant is a domestic consumer having CD 1kw with date of initial power supply 01.05.2018 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute continued since 03yrs with prayer to revise the bill. The meter sl. no."WM314375" was effected in billing in Aug-Sep'2021 whose installed date was 30.04.2018 as per FG data base with IMR "zero" and MF "1" and continued in billing with actual reading upto billing month Jun'2023. On scrutiny, it is seen that the meter reading was "13168" kwh with IMR "zero" in Oct-Nov'2022 and thereafter billings are going on with actual basis upto Jun'2023 with kwh reading of "14503". Average bill for the month of Jul'2023 was served to the complainant @188 units per month. The complainant has stated during hearing that the meter sl. no"WM314375" was installed since the date of power supply which was also accepted by the opposite party. The meter sl. no."TWSP5102690" was installed on 29.08.2023 with IMR as "zero" and MF "1". Hence, required revision to settle the billing dispute.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the period from May'2018 to Nov'2022 (30.04.2018 to 29.12.2022) by spread over the reading of "13168" units with IMR as "zero" in reference to consumption recorded in the meter sl no "WM314375" with its daily/monthly actual consumption thereof.


Grievance Redressal Forum
TPWODL, Burla - 768017

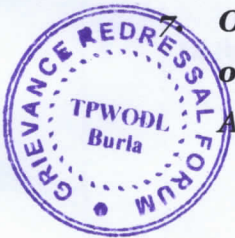
ORDER

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 May'2018 to Nov'2022 (30.04.2018 to 29.12.2022) by spread over the reading of "13168" units with IMR as "zero" in reference to consumption recorded in the meter sl no "WM314375" with its daily/monthly actual 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)

Member
Grievance Redressal Forum
TPWODL, Burla - 768017

(A.K. Satpathy)

President

Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: - (1) Smt. Bichitra 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:Bhoynagar, 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".