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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)/ 1504 (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/105/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Alok Pattnaik At/Po- Hatibari, Rairakhol, Dist- Sambalpur.	4162-3505-0019	9827784672	
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	27/02/24			
10	Order in favour of	Complainant	N	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

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



Appeared

For the Complainant- Sri Alok Pattnaik

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

GRF Case No- BRL/105/2024

(1) Sri Alok Pattnaik

At/Po- Hatibari, Rairakhol,
Dist- Sambalpur.

Consumer No.- 4162-3505-0019

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 Alok Pattnaik bearing Consumer No **4162-3505-0019** 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 01.01.1990 as seen from the FG data base/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. The meter sl. no." WESCO173883" has given actual bill in 07.08.2012 for the kwh reading of "2520" which was effected in billing Jan-Feb'2001 but during the above periods PL/Avg. bills were served to the complainant although the meter was functioning but the readings were not taken properly. PL/Avg. bills were served since Sep-Oct'2013 to May-Jun'2016. The meter sl. no." WUV06877" was effected in billing since Jun-Jul'2016 and it was given actual reading on 10.08.2023 for kwh reading of "19522" with IMR as "zero". The opposite party has done the bill revision for the period from Aug'2021 to Jul'2023 (30.06.2021-10.08.2023) and debited an amount of Rs 98,374.65/-. The meter sl. no."WESCO173883" was effected in billing since Jan-Feb'2001 where found the actual kwh was "2520" in Jul-Aug'2012. So, for settlement of the dispute bill revision is required.

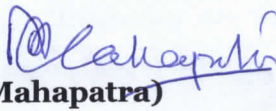
Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill for the period from Jan-Feb'2001 to Jul-Aug'2012 basing on the consumption recorded in meter sl. no. "WESCO173883" by spread the kwh readings "2520" in between above periods with IMR as "zero"(1st) and the reading of "19522" with IMR as "zero" for the period from Jun-Jul'2016 to 10.08.2023 (2nd) with its daily/monthly actual average consumption as well as for the period from Jul-Aug'2014 to May-Jun'2016 as per the daily/monthly actual average consumption so derived in 2nd instance.

ORDER

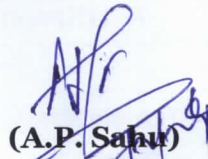
Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:

1. The Opposite Party is directed to revise the bill of the consumer for the period from Jan-Feb'2001 to Jul-Aug'2012 basing on the consumption recorded in meter sl. no. "WESCO173883" by spread the kwh readings "2520" in between above periods with IMR as "zero"(1st) and the reading of "19522" with IMR as "zero" for the period from Jun-Jul'2016 to 10.08.2023 (2nd) with its daily/monthly actual average consumption as well as for the period from Jul-Aug'2014 to May-Jun'2016 as per the daily/monthly actual average consumption so 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.
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 Alok Pattnaik, At/Po- Hatibari, Rairakhhol, Dist- Sambalpur.
(2) Sub-Divisional Officer (Elect.), Rairakhhol, 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".