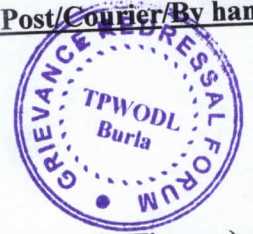


Grievance Redressal Forum
TPWODL, BURLAQuarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

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



Ref: GRF/Burla/Div/SED/ (Final Order)/ 1458 (4)

Date: 23/02/2024

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

1	Case No.	BRL/122/2024		
2	Complainant/s	Name & Address Sri Rajesh Gupta At/Po- Gopalmal, Dist- Sambalpur.	Consumer No 4117-2208-0128	Contact No. 8984221370
3	Respondent/s	SDO(Electrical) Ainthapali, TPWODL		Division S.E.D, TPWODL, Sambalpur
4	Date of Application	12.02.2024		
5	In the matter of-	1. Agreement/Termination	X	2. Billing Disputes
		3. Classification/Reclassification of Consumers	X	4. Contract Demand / Connected Load
		5. Disconnection / Reconnection of Supply	X	6. Installation of Equipment & apparatus of Consumer
		7. Interruptions	X	8. Metering
		9. New Connection	X	10. Quality of Supply & GSOP
		11. Security Deposit / Interest	X	12. Shifting of Service Connection & equipments
		13. Transfer of Consumer Ownership	X	14. Voltage Fluctuations
		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	12.02.2024		
9	Date of Order	23/02/2024		
10	Order in favour of	Complainant	✓	Respondent
				Others
11	Details of Compensation awarded, if any.	NIL		



Appeared

For the Complainant- Sri Rajesh Gupta

Represented by Sri Ashis Ku. Gupta

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

GRF Case No- BRL/122/2024

(1) Sri Rajesh Gupta
At/Po- Gopalimal,
Dist- Sambalpur.
Consumer No.- 4117-2208-0128

COMPLAINANT

VRS
(1) SDO(Elect.) Ainthapali,TPWODL,Sambalpur

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Sri Rajesh Gupta bearing Consumer No **4117-2208-0128** represented by Sri Ashis Ku. Gupta under SED, TPWODL, Sambalpur stated about wrong bill/excess billing for the period from Mar'2008 to Sep'2009.

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 except ledger copy for the period from Apr'2006 to Dec'2023 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 3kw with initial date of p/s 01.01.1990 through meter sl. no."WESCO220977" as seen from the FG data base. In the meantime, the meter sl. no." A5528467" was effected in billing in Mar'2008. The above complainant was served PL/Actual bills time to time with kwh reading of "7778" in Sep'2009 but the kwh reading was "7733" in Jan'2008 with billing unit "5028". During the course of verification, it came to the notice of the Forum that, the meter reading and billings were not done properly time to time and the suppressed reading has been billed during Jan'2008 and thereafter also no proper billing has been done by opposite party. To rectify the billing dispute bill revision is required.

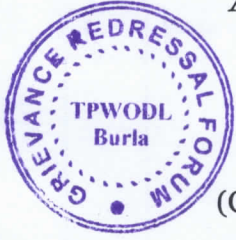
Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill for the period from Mar'2008 to Sep'2009 basing on the consumption recorded in meter sl. no." A5528467" taking the IMR as "zero" kwh by spread over the readings of "7778" in between the periods with its daily/monthly actual average consumption thereof.


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 Mar'2008 to Sep'2009 basing on the consumption recorded in meter sl. no." A5528467" taking the IMR as "zero" kwh by spread over the readings of "7778" in between the periods 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.
 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 Rajesh Gupta, At/Po- Gopalmal, Dist- Sambalpur.
 (2) Sub-Divisional Officer (Elect.) Ainthapali, 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".