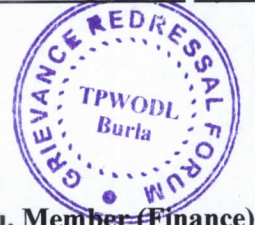


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 1466 (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/135/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Narayan Pradhan At/Po- Gosala, Dist- Sambalpur.	4118-3306-0044	7377826726	
3	Respondent/s	SDO(Electrical),Hirakud , TPWODL	Division S.E.D, TPWODL, Sambalpur		
4	Date of Application	15.02.2024			
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	15.02.2024			
9	Date of Order	23/02/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

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



Appeared

For the Complainant- Sri Narayan Pradhan

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

GRF Case No- BRL/135/2024

(1) Sri Narayan Pradhan
At/Po- Gosala,
Dist- Sambalpur.
Consumer No.- 4118-3306-0044

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Sri Narayan Pradhan bearing Consumer No **4118-3306-0044** under SED, 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 submitted the PVR dtd. 17.02.2024 and w/s 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-GP consumer having CD 1kw with initial date of p/s 01.01.1990 as seen from the FG data base. The meter sl. no."WCG22263" was in billing in Feb-Mar'2016 and continued with giving advance reading with actual reading on taking meter reading. The complainant has raised objection on the efficiency of the meter and approached for testing of the meter. During the course of the hearing the complainant has asked to pay Rs 50000/- out of the total outstanding and balance to be paid through suitable instalments for which the compliant was also agreed for the same.

Hence, the Forum is in the opinion that the Opposite party should go for testing of the meter with reference to Reg.107 by taking the testing fees as per outcome of the report the bill to be revised as per law as per applicability and serve the bill accordingly intimating about all the matters as well as allow suitable instalments for clearance of the dues and on non-payment DC the p/s accordingly serving notice in accordance to the law.

ORDER

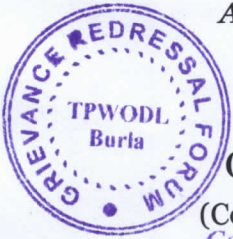
Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:

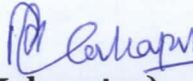
- 1. The Opposite Party is directed to go for testing of the meter with reference to Reg.107 by taking the testing fees as per outcome of the report the bill to be revised as per law as per applicability and serve the bill accordingly intimating about all the matters as well as allow suitable instalments for clearance of the dues and on non-payment DC the p/s accordingly serving notice in accordance to the law.*


President
Grievance Redressal Forum
TPWODL, Burla - 768017


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 Narayan Pradhan, At/Po- Gosala, Dist- Sambalpur.
 (2) Sub-Divisional Officer (Elect.), Hirakud, 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".