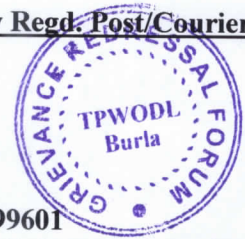


**Grievance Redressal Forum
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Bargarh, Pin- 768017

Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

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



Ref: GRF/Burla/Div/SED/ (Final Order)/ 1508 (4)

Date: 29/02/24

Present:

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

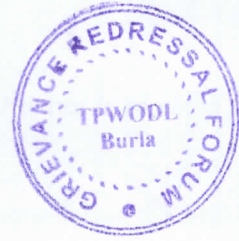
1	Case No.	BRL/48/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		E.E,PH Division Sambalpur At-Durga Mandir, Tanki Pada, Hirakud Dist-Sambalpur		4110-0110-0129	9040103190
3	Respondent/s	E.E. SED, Sambalpur, TPWODL & S.D.O (E),Khetrajpur		Division S.E.D, TPWODL, Sambalpur	
4	Date of Application	06.01.2024			
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	06.01.2024			
9	Date of Order	29/02/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: SDO Office, Khetrajpur, TPWODL

Appeared

For the Complainant- E.E, PH Division Sambalpur

For the Respondent - E.E. SED, Sambalpur, TPWODL
&
S.D.O (E), Khetrajpur



GRF Case No- BRL/48/2024

(1) E.E, PH Division Sambalpur
Durga Mandir, Tanki Pada, Hirakud
Dist-Sambalpur
Consumer No.- 4110-0110-0129

COMPLAINANT

VRS

(1) E.E. SED, Sambalpur, TPWODL
&
S.D.O (E), Khetrajpur

OPPOSITE PARTY

GIST OF THE CASE

E.E, PH Division Sambalpur appeared before this Forum on 06.01.2024 at the camp held at SDO Office Khetrajpur and submitted a written complaint wherein he has stated billing dispute & requested to rectify/revise the same.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted billing abstract of the consumer from Feb-2020 to Dec-2023 and filed a written statement 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 PWW & Sewerage Pumping consumer having CD 47KW as seen from FG/Samadhan App. The complainant has raised objection on billing dispute specifically for raising of Rs. 802000.00 towards Fixed /Demand charges levied on 3208KVA. The complainant has shown the displeasure on such billing with prayer to resolve the billing dispute through bill revision. The meter SI No WES52784 and TPSL12001397 was installed on 19.02.2020 & 03.08.2023 respectively and continuing in billing accordingly. In this regard, this Forum has gone through the billing data & copy of bills so produced for verification by parties & found that the Fixed /Demand charges so levied by opposite party on the complainant is not at all fair where by Opposite Party has declared that the same has happened due to system error. The clarification of billing department through mail Dt 16.01.2024 from Sri Dileshwar Sahoo Lead Engineer, MBL of TPWODL has also been seen by this Forum & taken into consideration for decision making. The MRT Burla has been consulted over phone to submit its statement but till date nothing is intimated to this Forum regarding MD KVA. The W/S of Opposite Party Dt.16.01.24 as well as Dt.28.02.24 has been perused & the Forum believes that MD KVA was 98.85 in Sept-2022 which has been derived with reference to Regulation 151((IX)(B)) with reference to consumption recorder in meter SI No WES52784. After careful observation, it is concluded that the levy of Fixed /Demand charges for Rs.802000.00 on KVA 3208 was incorrect. The correct KVA (MD) should be considered as 98.85KW. Hence, revision is required 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 month of Sept-2022 (18.10.2022) considering the Billable MD-KVA as 98.85@Rs.250.00/KVA and the balance is to be withdrawn accordingly to resolve the grievance of the complainant.

ORDER

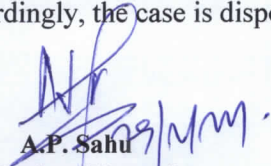



After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

1. The Opposite Party is directed to revise the bill for the month of Sept-2022 considering the MD-KVA as 98.85@Rs.250.00/KVA and the balance to be withdrawn accordingly to resolve the grievance of the complainant.
2. The Opposite party is directed not to consider the bill revision for the period already revised earlier/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. Satapathy
(President)
President
Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to:-

1. E.E,PH Division Sambalpur , Durga Mandir, Tanki Pada, Hirkud, Dist-Sambalpur
2. Sub-Divisional Officer (Elect.), Khetrajpur, 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".)