

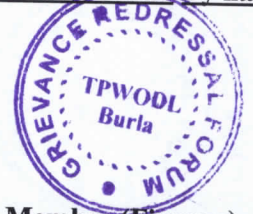
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**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 1480 (4)

Date: 27/02/2024

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

1	Case No.	BRL/98/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Sarat Barik At/Po- Sason,Rengali, Dist- Sambalpur.	4163-3532-0103	8637205721	
3	Respondent/s	SDO(Electrical) Rengali,TPWODL,Sambalpur	Division S.E.E.D, TPWODL, Sambalpur		
4	Date of Application	08.01.2024			
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	08.01.2024			
9	Date of Order	27/02/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

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

Appeared

For the Complainant- Sri Sarat Barik
Represented by Sri Bulu Barik

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



GRF Case No- BRL/98/2024

(1) Sri Sarat Barik
At/Po- Sason,Rengali,
Dist- Sambalpur.
Consumer No.- 4163-3532-0103

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Sri Sarat Barik bearing Consumer No **4163-3532-0103** represented by Sri Bulu Barik 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. The above complainant has raised objection on billing dispute. The meter sl. no."WESCO112960" was effected in billing since Jan-Feb'2001, meter sl. no."8031978" was effected in billing in Nov'2010 and meter sl. no."LW416609" was installed on Feb-Mar'2020 with IMR and MF "1" each. During the course of verification, it is seen that PL/Avg. bills were served for the period from Nov'2010 to Jun'2020 and Apr'2021 to Jul'2023 and "zero" units of billing were also seen from Aug'2023 to Dec'2023 with FC only. Avg/PL/Actual bills were served from Jan-Feb'2001 to May-Jun'2004 & May-Jun'2005 to Oct'2010 with kwh reading of "7389" and billing unit of "7260" with IMR as "29" in relation to meter sl. no. "WESCO112960" seems to be incorrect. In Oct'2011, the kwh reading was "865" with reference to consumption recorded in meter sl. no. "8031978" was effected in billing in Nov'2010 was also improper. Further, billing has been served for kwh reading of "5305" on 13.01.2021 as per recorded consumption in meter sl. no." LW416609" was installed on 02.03.2020. From the billing pattern it came to the notice of the Forum that due to inefficiency of meter reader and having no control over them by opposite party the billings were not proper for which the complainant suffered a lot hence the opposite party is advised to monitor the billing to avoid unpleasant situation and to serve proper billing to the complainant time to time. 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 periods by spread over in between the periods from Jan-Feb'2001 to May-Jun'2004 basing on the consumption recorded in meter sl. no."WESCO112960" taking the IMR as "29" kwh the readings of "7389" (1st), for the period from Nov'2010 to Oct'2011 basing on the consumption recorded in meter sl. no."8031978" taking the IMR as "zero" kwh the readings of "865" and for the period from Feb-Mar'2020

to 13.01.2021 basing on the consumption recorded in meter sl. no." LW416609" taking the IMR as "zero" kwh the readings of "5305" as well as revise the bill for the period from Aug'2021 to Jul'2023 after installing of new meter and as per regulation 155 with its daily/monthly actual average consumption thereof.

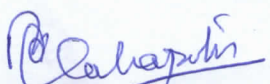
ORDER

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 periods by spread over in between the periods from Jan-Feb'2001 to May-Jun'2004 basing on the consumption recorded in meter sl. no."WESCO112960" taking the IMR as "29" kwh the readings of "7389" (1st), for the period from Nov'2010 to Oct'2011 basing on the consumption recorded in meter sl. no."8031978" taking the IMR as "zero" kwh the readings of "865" and for the period from Feb-Mar'2020 to 13.01.2021 basing on the consumption recorded in meter sl. no." LW416609" taking the IMR as "zero" kwh the readings of "5305" as well as revise the bill for the period from Aug'2021 to Jul'2023 after installing of new meter and as per regulation 155 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.

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 Sarat Barik, At/Po- Sason, Rengali, Dist- Sambalpur.
 - (2) Sub-Divisional Officer (Elect.) Rengali, 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”.