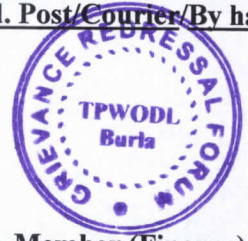


**Grievance Redressal Forum
TPWODL, BURLA**

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/DED/ (Final Order)/ 1906 (4)

Date: 30/08/24

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

1	Case No.	BRL/472/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Poti Bag Ranjan Bag (son) At-Tentloi Po- Tentalabahal, Dist- Deogarh-768119		4141-1509-1757	7205423832
3	Respondent/s	SDO(Electrical), Deogarh		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	18.07.2024			
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	18.07.2024			
9	Date of Order	30/08/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: SDO Office, TPWODL, Deogarh.

Appeared

For the Complainant- Poti Bag

Represented by Sri Ranjan Bag

For the Respondent - SDO(Elect.), Deogarh, TPWODL.



GRF Case No- BRL/472/2024

(1) Poti Bag
At-Tentloi
Po- Tentlabahal,
Dist- Deogarh-768119
Consumer No.- 4141-1509-1757

COMPLAINANT

VRS

(1) SDO(Elect.), Deogarh, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Poti Bag bearing Consumer No **4141-1509-1757** represented by Ranjan Bag under DED, TPWODL, Deogarh stated about billing dispute.

Hence, the Complainant prayed before the Forum to consider the case for revision/rectification.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted PVR dtd. 31.07.2024, w/s dtd. 12.08.2024 and ledger for the period from Apr'2014 to Jun'2024 in this case.

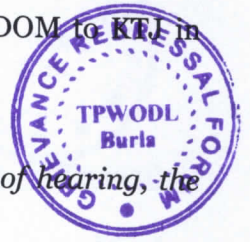
OBSERVATION

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 0.11kw with initial date of p/s 09.09.2012 as seen from the FG data base/ Samadhan App. The complainant has raised objection on billing dispute. As observed, the complainant was a KTJ consumer since the date of p/s to Apr'2014 as only FC has been levied. Since, May'2014 bills were raised on domestic tariff upto Jul'2024. Although, the meter sl. no "WESCO09146484" was effected in billing since the date of its p/s and continued with actual reading upto Jun'2023 after completion of a round in Feb-Mar'2019. The completion of round might not be correct as per billing pattern and as happened due to irregular meter reading/table reading at that time and the opposite party has unable to check it properly due to many of unavoidable causes was in existence during that time. The actual consumption as per billing record was "1630" kwh in Apr'2017 and the actual average consumption was 29.11 which is less than 30units. After completion of the round the meter and its reading has been effected time to time in billing as actual and continued upto Jun'2023 with kwh reading of "397". The IMR was "107" kwh in Apr'2019 and FMR was "397" in Jun'2023 and the actual average consumption was during this period of 3.19units per month which is less than 30units. A meter bearing sl. no. "TWSP51076692" was in billing in Oct'2023 with advance reading time to time where found the consumption pattern is very less and coming within 30units of KTJ category. This Forum has gone through the w/s, PVR and ledger and found that there was improper billing and the complainant has already been served abnormal bills and not adjusted/revised earlier and converted to domestic category without verification and consumption thereon. As reported by field units, the load is 196watts at present and pattern of consumption is very less. The conversion from KTJ to DOM might be incorrect and at present it is a KTJ consumer.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill for the period from the date of p/s to till date treating as KTJ category as per tariff order published by OERC and applicable time to time as well as take immediate steps to convert the category from DOM to KTJ in billing data base to avoid further abnormal billing.

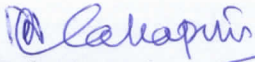
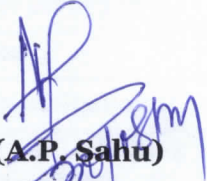

ORDER

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 the date of p/s to till date treating as KTJ category as per tariff order published by OERC and applicable time to time as well as take immediate steps to convert the category from DOM to KTJ in billing data base to avoid further abnormal billing.
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
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- Copy to:** - (1) Poti Bag, C/o-Ranjan Bag At-Tentloi, Po- Tentlabahal, Dist- Deogarh-768119.
(2) Sub-Divisional Officer (Elect.), Deogarh, TPWODL with the direction to serve one copy of the order to the Complainant/Consumer.
(3) Executive Engineer (Elect.), DED, TPWODL, Deogarh.
(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".