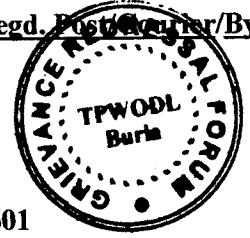


Grievance Redressal Forum
TPWODL, BURLA

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/JED/ (Final Order)/ 1831 (4)

Date: 31/07/24

Present: Sri A.K.Satpathy, President.
Sri A.P.Sahu Member(Finance).

1	Case No.	BRL/490/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Madhusudan Rout At/Po- Kuanrmal,Laikera, Dist- Jharsuguda-768221.		4135-2802-0060	9668483693
3	Respondent/s	SDO(Electrical)-II,JharsugudaTPWODL,			Division J.E.D, TPWODL, Jharsuguda
4	Date of Application	24.07.2024			
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	24.07.2024			
9	Date of Order	31/07/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

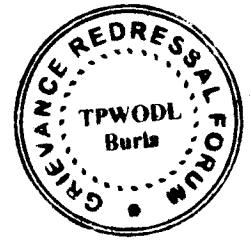
Place of Camp: ESO Office, Laikera, TPWODL, Jharsuguda.

Appeared

For the Complainant- Madhusudan Rout

Represented by L.Rout

For the Respondent - SDO(Elect.)-II, Jharsuguda, TPWODL.



GRF Case No- BRL/490/2024

(1) Madhusudan Rout

At/Po- Kuanrmal, Laikera

Dist- Jharsuguda-768221.

Consumer No.- 4135-2802-0060

COMPLAINANT

VRS

(1) SDO(Elect.)-II, Jharsuguda, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Madhusudan Rout bearing Consumer No **4135-2802-0060** represented by L.Rout under JED, TPWODL, Jharsuguda stated about billing dispute—correct bills were served in each and every month but suddenly in Apr'2024 bill was served for Rs 1,00,000/-.

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

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has not submitted any relevant documents in this case.

OBSERVATION

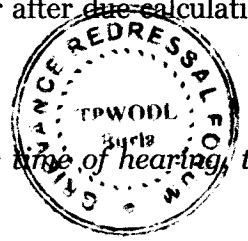
The case is pursued with all documents available in records (FG data base and Samadhan App) and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-domestic consumer having CD 2.5kw with initial date of p/s 14.12.2001 as seen from the FG data base/ Samadhan App. The complainant has raised objection on billing dispute in the month of Apr'2024 and prayed for the rectification for the same. This Forum has gone through the billing data base in FG/Samadhan App and found that the meter sl. no."1094377" was reflected in billing during Mar-Apr'2015 and thereafter PL/Actual/Avg. bills were served @ different units month/bi-monthly even if zero units also in between the billing from Mar'2015 to 02.04.2024. The kwh reading on 02.04.2024 was "25384" and the billing has been generated accordingly so that arrear has been gone up more than Rs 1 lakh. The uploaded meter photograph and reading was also in the FG database. From the billing system of previous periods, it came to ~~be know~~ that table readings were continued by meter readers and no checking has been done by opposite party might be due to so many factors involved at that time. The complainant has requested during hearing for revision of bill as well as consider for suitable instalments. Meanwhile, it is also seen that the opposite party has revised the bill and debited an amount of Rs 1,01,323.46/- for the period from Sep'2019 to Feb'2024(31.07.2019 to 02.04.2024). But, this Forum is not pleased on the above revision and debit amount involved thereon as because table readings were given during the period and suppressed readings has been billed and due to such reason it has happened. This Forum prefers to spread over the total readings on 02.04.2024 from the date of installation of the meter for delivery ~~equity~~ and justice to the complainant.

Although, the camp was held on 24.07.2024 at ESO office, Laikera and the AOC has already ~~been~~ served the copy of the application of the complainant but has failed to submit the relevant documents like PVR,w/s etc. in this case and hence prefers to pass an Ex-parte order to resolve the case immediately.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill for the period from Mar'2015 to 02.04.2024 basing on the consumption recorded in meter sl. no."1094377" by spread over the reading of "25384" with IMR as "zero" with its daily/monthly actual average consumption thereof considering the adjustment of revision has already been done and (Dr) effected in the billing for Rs 1,01,323.46/- and accordingly differential amount to be treated as either Dr/Cr after due calculation thereon for resolved the grievance of the complainant.

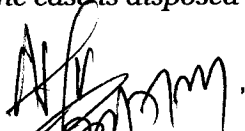
ORDER

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'2015 to 02.04.2024 basing on the consumption recorded in meter sl. no."1094377" by spread over the reading of "25384" with IMR as "zero" with its daily/monthly actual average consumption thereof considering the adjustment of revision has already been done and (Dr) effected in the billing for Rs 1,01,323.46/- and accordingly differential amount to be treated as either Dr/Cr after due calculation thereon for resolved the grievance of the complainant.
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.**

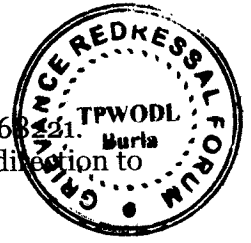
Accordingly, the case is disposed of.


(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) Madhusudan Rout, At/Po- Kuanrma, Laikera, Dist- Jharsuguda-768221.
 - (2) Sub-Divisional Officer (Elect.)-II, TPWODL, Jharsuguda with the direction to serve one copy of the order to the Complainant/Consumer.
 - (3) Executive Engineer (Elect.), JED, TPWODL, Jharsuguda.
 - (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".