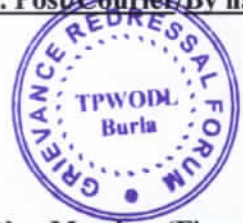


**Grievance Redressal Forum
TPWODL, BURLA**

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 Sovan Tripathy, Member (Finance)



Ref: GRF/Burla/Div/JED/ (Final Order)/42 (4)

Date: 31/01/25

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

1	Case No.	BRL/33/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Gangadhar Behera C/o-Sujeshna Behera At/Po-Kendeimal,Tikiba, Via-Jamankira, Dist- Sambalpur		4132-1405-0790	
3	Respondent/s	SDO(Electrical) Kuchinda, Jharsuguda			Division J.E.D, TPWODL, Jharsuguda
4	Date of Application	21.01.2025			
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	21.01.2025			
9	Date of Order	31/01/25			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: SDO Office, Kuchinda, TPWODL.



Appeared

For the Complainant- Gangadhar Behera
Represented by Sujeshna Behera

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

GRF Case No- BRL/33/2025

(1) Gangadhar Behera
C/o-Sujeshna Behera
At/Po-Kendeimal, Tikiba,
Via-Jamankira,
Dist- Sambalpur
Consumer No.- 4132-1405-0790

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Gangadhar Behera bearing Consumer No **4132-1405-0790** represented by Sujeshna Behera under JED, TPWODL, Jharsuguda has stated about billing dispute-due to wrong billing there is outstanding of Rs 8650/-.

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 except ledger copies for the period from Jan'2015 to Dec'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-KTJ consumer having CD 0.04kw with initial date of p/s 01.08.2013 as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in gist of the case. It is observed that the complainant is a BPL/KTJ consumer – there is wrong billing during Jul'2015 with a reading of 1030kwh and billing units of 680 units with reference to meter sl. no.596578. Thereafter, there is Prov/Avg. billing @50/25/207/2/4/7 etc units per month arbitrarily. A new meter installed during Jun'2023 bearing meter sl. no.300081697 where in the monthly consumption to be very low maximum it is 8 units/month. Therefore, it is felt that the consumer needs to be treated as KTJ consumer from the date of p/s to till date.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill as KTJ category consumer since date of p/s to till date.

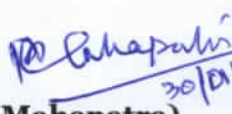
ORDER


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 as KTJ category consumer since date of p/s to till date.*
- 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.K. Satpathy)
 President
President
 Grievance Redressal Forum
 TPWODL, Burla - 768017



- Copy to: -**
- (1) Gangadhar Behera, C/o-Sujeshna Behera, At/Po-Kendeimal, Tikiba, Via-Jamankira, Dist- Sambalpur.
 - (2) Sub-Divisional Officer (Elect.), Kuchinda, TPWODL 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) or Odisha Electricity Regulatory Commission, At-Plot No.04, Chunokoli, Sailashree Vihar, Bhubaneswar-751021 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".