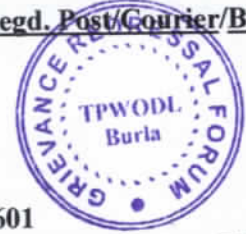


**Grievance Redressal Forum
TPWODL, BURLA**

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.Satapathy, President B.Mahapatra (Co-opted Member) and Sovan Tripathy, Member (Finance)



Ref: GRF/Burla/Div/JED/ (Final Order)/ 40 (4)

Date: 31/01/25

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

1	Case No.	BRL/35/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Biranchi Patel C/o-Bhabani Penthei At/Po-Kendeimal, Tikiba Dist- Sambalpur		4132-1405-0792	7605957842
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			



appeared

For the Complainant- Biranchi Patel

Represented by Bhabani Penthei

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

GRF Case No- BRL/35/2025

(1) Biranchi Patel
C/o-Bhabani Penthei
At/Po-Kendeimal, Tikiba
Dist- Sambalpur
Consumer No.- 4132-1405-0792

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Biranchi Patel bearing Consumer No **4132-1405-0792** represented by Bhabani Penthei under JED, TPWODL, Jharsuguda has 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 not submitted any relevant documents except ledger copies for the period from Jan'2015 to Dec'2024 in this case.

OBSERVATION

The case is perused 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-DOM 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:-

1. 1st bill in Jan'2015 for 1676 units with kwh reading of 1677 from the date of p/s. Bill date is 01.08.2013 to 14.02.2015 nearly 18months. Bill amount=Rs5148.5/-(EC)+Rs 205.94/-(ED)+Rs 366/-(FC)=Rs 5720.44/- as per meter sl. no.596764 i.e 93 units/month which may not be correct and may be due to table reading, as the consumer is also complaining that his connected load is very less and the consumption is very less but has been billed in higher units arbitrarily (it is also confirmed from the consumption as per the latest meter.)
2. Thereafter PL bills from Feb-Mar'2015 to Oct-Nov'2015 with 186 units bimonthly and Rs 1084.22 is adjusted for only 02months. So, other adjustment needs to be done as per meter sl. no.596764.
3. From Dec-Jan'2016 to Oct-Nov'2017 - Actual & PL with adjustment of PL bill as per meter sl. no.596764.
4. From Dec'2016/Jan'2017 to Sep'2023 average bills with various units.
5. Meter sl. no.TWSP51081265 installed during Oct'2023 and is continuing till now and the bills are actual.
6. So, Average/PL bills from Dec'2016-Jan'2017 to Sep'2023 may be revised by taking actual average consumption as calculated below:-

IMR=08 kwh on 06.11.2023 - As per meter sl. no.TWSP51081265

FMR= 92 kwh on 07.05.2024 - As per meter sl. no.TWSP51081265

92kwh - 08kwh = 84 units in 06 months

⇒ 84/6 =14 units/month

7. The complainant has also got an old Indira Awas with a BPL card.

As the average consumption is coming under less than 30units/month the complainant may be treated as KTJ since the date of p/s and all the bills may be revised as the recorded readings from 01.08.2013 to 15.12.2016 from "o" unit to "2760" units cannot be construed as correct.

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 consumer since the date of p/s and all the bills may be revised as the average consumption comes to be less than 30 units/month.
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) Biranchi Patel, C/o-Bhabani Penthei, At/Po-Kendeimal, Tikiba, 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.ori.erc.org under the "head "Cases->"GRF".