

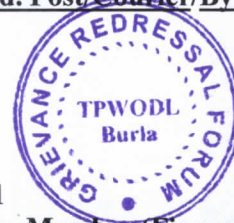
Grievance Redressal Forum

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)/ 2229(4)

Date: 30/12/24

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

1	Case No.	BRL/781/2024																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Surendra Bhoi C/O-Padmalochoan Bhoi At/Po/Ps-Badmal Dist- Jharsuguda Pin-768215		4135-2603-0409																																	
3	Respondent/s	SDO-II(E), JED, TPWODL, Jharsuguda			Division J.E.D, TPWODL, Jharsuguda																																
4	Date of Application	11.11.2024																																			
5	In the matter of-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>✓</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand / Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment & apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply & GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection & equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>X</td> </tr> <tr> <td colspan="4">15. Others (Specify) -X</td> </tr> </table>				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			
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6	Section(s) of Electricity Act, 2003 involved																																				
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8	Date(s) of Hearing	11.11.2024																																			
9	Date of Order	30/12/24																																			
10	Order in favour of	Complainant	✓	Respondent	Others																																
11	Details of Compensation awarded, if any.	NIL																																			

Place of Camp: Division Office, JED, Jharsuguda, TPWODL

Appeared

For the Complainant- Surendra Bhoi
Represented by Padmalochan Bhoi

For the Respondent - SDO(Electrical)-II, JED, Jharsuguda, TPWODL

GRF Case No- BRL/781/2024

Surendra Bhoi
C/O- Padmalochan Bhoi
At/Po/PS-Badmal
Dist-Jharsuguda
Consumer No-4135-2603-0409

VRS

SDO(Electrical)-II, JED, Jharsuguda, TPWODL.



COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Padmalochan Bhoi has appeared on behalf of Surendra Bhoi in the hearing on Dt. 11.11.2024 at the camp held at Division Office, JED, Jharsuguda and submitted a written complaint wherein he has stated about billing dispute in Feb-Mar'2011 & requested to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has not submitted any relevant document in this case except w/s.

OBSERVATION

The case is pursued with all documents available in records submitted by the complainant and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-DOM consumer having CD of 1.5KW with date of initial power supply on Dt.02.11.2006 through meter SI No 0264003 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. PL bills were served to the complainant for the period from Dec-Jan'2007 to Dec-Jan'2008 but the kwh reading was "2872" in Feb-Mar'2008 in the above meter. The consumption was "2872" kwh with IMR as "6" kwh in Mar'2008 from the date of p/s. The actual billings were served to the complainant from Feb-Mar'2008 to Dec-Jan'2011 but found that the kwh reading was "16896" with billing unit "11375" in Feb-Mar'2011 seems to be abnormal reading. In this regard, SDO-II, JSG has submitted the w/s that the meter became defective from Feb'2011 for which abnormal billing has been done for "11375" in a single month. On going through the billing from Apr'2008 to Jan'2011 it is observed that the monthly consumption patterns were too less as compared to the billing in Feb-Mar'2011. Considering the material facts the Forum believes that bill revision is required to settle the billing dispute.

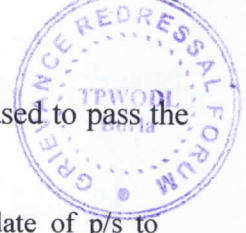
Hence it is the opinion of the Forum that the opposite party is liable to spread over the readings for the periods from the date of p/s to Mar'2008 of kwh reading of "2872" with IMR as "6" with reference to consumption recorded in meter SI No 0264003 and also revise the bill for the period Feb-Mar'2011 taking IMR as 397 in Jul'2015 & FMR as 2447 in Feb'2016 with reference to consumption recorded in meter SI No "WCS08052" which was effected in billing since Jun'2015 with the daily/monthly actual consumption thereof, considering the adjustment of previous bill revisions if any as per law.

President

**Grievance Redressal Forum
TPWODL, Burla - 768017**

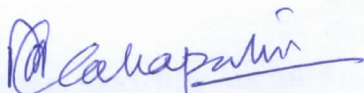
ORDER

After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

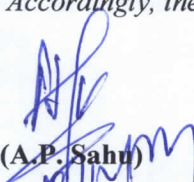


1. The Opposite Party is directed to spread over the readings for the periods from the date of p/s to Mar'2008 of kwh reading of "2872" with IMR as "6" with reference to consumption recorded in meter SI No 0264003 and also revise the bill for the period Feb-Mar'2011 taking IMR as 397 in Jul'2015 & FMR as 2447 in Feb'2016 with reference to consumption recorded in meter SI No "WCS08052" which was effected in billing since Jun'2015 with the daily/monthly actual consumption thereof, considering the adjustment of previous bill revisions if any as per law.
2. The Opposite party is directed not to consider the bill revision for the period revised earlier and adjust the revision as per law/for the period of penalty/in both cases, if any, as applicable as it has 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 benefits of OTS scheme and rebate thereof, if any, as applicable as it has 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 into 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, serve 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 at, 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

Copy to: -

1. Surendra Bhoi, C/O- Padmalochan Bhoi, At/Po/Ps-Badmal, Dist- Jharsuguda
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".