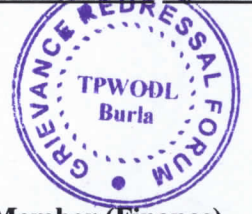


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ **1486 (4)**

Date: **27/02/24**

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

1	Case No.	BRL/109/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Bhagat Singh Sobha Singh At-Kurod, Po- Tainsar, Dist- Deogarh.	4141-1511-0037	9438329111	
3	Respondent/s	SDO(Electrical),Deogarh , TPWODL		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	20.01.2024			
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	20.01.2024			
9	Date of Order	27/02/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Tielibani, TPWODL, Deogarh.



Appeared

For the Complainant- Bhagat Singh
Represented by Sobha Singh

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

GRF Case No- BRL/ /2024

(1) Bhagat Singh
Sobha Singh
At-Kurod,
Po- Tainsar,
Dist- Deogarh.
Consumer No.- 4141-1511-0037

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Bhagat Singh bearing Consumer No **4141-1511-0037** represented by Sobha Singh under DED, TPWODL, Deogarh stated about billing dispute.

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


SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted the ledger copy for the period from Feb'2001 to Dec'2023 and not submitted any relevant documents in this case.

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 domestic consumer having CD 1kw with date of initial power supply 01.01.1990 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. The meter sl. no."WESCO285181" was effected in billing with giving reading thereon where it is seen that the kwh reading was "6078" in Mar'2010 and the meter readings were improper during the above period. Thereafter, PL/Avg. bills were served for the period from Apr'2010 to Apr'2018. In the meantime, the meter sl. no."WLT074854" was installed on 01.05.2018 with IMR as "zero" and MF "1".So, required revision to settle the billing dispute.

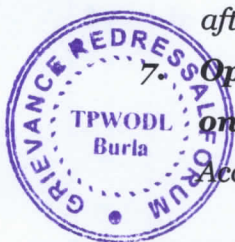
Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the period from Jan-Feb'2001 to Mar'2010 by spread over the reading of "6078" units with IMR as "1704" (1750-46) in reference to consumption recorded in the meter sl no "WESCO285181" and for the period from May'2016 to Apr'2018 basing on the consumption recorded in meter sl. no" WLT074854" taking IMR as "167" kwh in Jun'2018 and FMR as "737" Nov'2018 with its daily/monthly actual consumption thereof.


President
Grievance Redressal Forum
TPWODL, Burla - 768017

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 Jan-Feb'2001 to Mar'2010 by spread over the reading of "6078" units with IMR as "1704" (1750-46) in reference to consumption recorded in the meter sl no "WESCO285181" and for the period from May'2016 to Apr'2018 basing on the consumption recorded in meter sl. no" WLT074854" taking IMR as "167" kwh in Jun'2018 and FMR as "737" Nov'2018 with its daily/monthly actual consumption thereof.
 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

- Copy to:** - (1) Sri Sobha Singh, At-Tasarda, Po- Parposi,, Dist- Deogarh.
(2) Sub-Divisional Officer (Elect.), Deogarh, TPWODL, Deogarh 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".