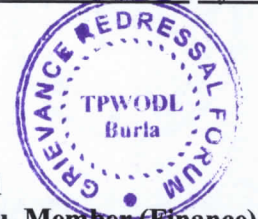


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 1487 (4)

Date: 27/02/24

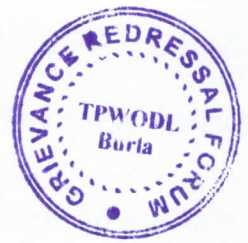
Present: Sri A.K.Satpathy, President.
Sri B.Mahapatra (Co-opted Member),
Sri A.P.Sahu Member(Finance).

| | | | | | |
|-------------------------|--|---|----------------|--|--------|
| 1 | Case No. | BRL/110/2024 | | | |
| 2 | Complainant/s | Name & Address | Consumer No | Contact No. | |
| | | Sri Sonu Patra At/Po- Bhukabeda, Dist- Deogarh. | 4141-1511-0054 | 9778087071 | |
| 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 | | | |

President

Grievance Redressal Forum
TPWODL, Burla - 768017

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



Appeared

For the Complainant- Sri Sonu Patra

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

GRF Case No- BRL/110/2024

(1) Sri Sonu Patra
At/Po- Bhukabeda,
Dist- Deogarh.
Consumer No.- 4141-1511-0054

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Sri Sonu Patra bearing Consumer No **4141-1511-0054** 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'2003 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 0.5kw with date of initial power supply 14.02.2003 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. The meter sl. no."398926" was effected in billing Oct-Nov'2011 were served the billing in Aug'2018 with kwh reading of "5000" and billing unit of "3908". Further, PL/Avg. bills were served from Oct'2018 to Jun'2022 with kwh reading was "1258" in billing month Jul'2022 in reference to consumption recorded in meter sl. no."LW612306" and the above meter was in billing upto Sep'2021..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 Oct'2011 to Aug'2018 by spread over the reading of "5000" units with IMR as "zero" kwh in reference to consumption recorded in the meter sl no "398926" (1st) and for the period from Sep'2021 to Jul'2022 basing on the consumption recorded in meter sl. no" LW612306" taking kwh reading of "1258" with IMR as "zero" (2nd) with its daily/monthly actual consumption thereof as well as for the period from Sep'2019 to Aug'2021 basing on the daily/monthly actual consumption as derived in 2nd instruction.


President
Grievance Redressal Forum
TPWODL, Burla - 768017

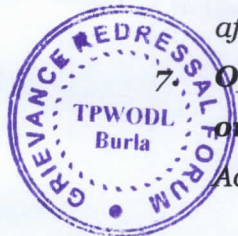
ORDER

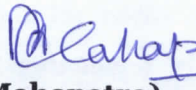
Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:

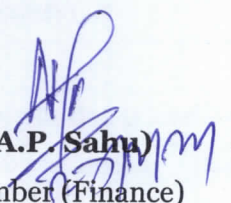
1. The Opposite Party is directed to revise the bill of the consumer for the period from Oct'2011 to Aug'2018 by spread over the reading of "5000" units with IMR as "zero" kwh in reference to consumption recorded in the meter sl no "398926" (1st) and for the period from Sep'2021 to Jul'2022 basing on the consumption recorded in meter sl. no" LW612306" taking kwh reading of "1258" with IMR as "zero" (2nd) with its daily/monthly actual consumption thereof as well as for the period from Sep'2019 to Aug'2021 basing on the daily/monthly actual consumption as derived in 2nd instruction.
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 Sonu Patra, At/Po- Bhukabeda, 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".