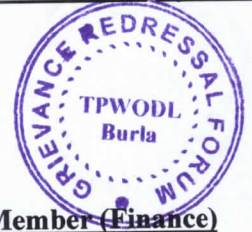


Grievance Redressal Forum
TPWODL, BURLA

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)/

1497 (2)

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/120/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Bhula Sahu At-Bindhipur, Po- Tileibani, Dist- Deogarh.		4141-1569-0269	8658422542
3	Respondent/s	SDO(Electrical),Deogarh , TPWODL		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	19.01.2024			
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	19.01.2024			
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

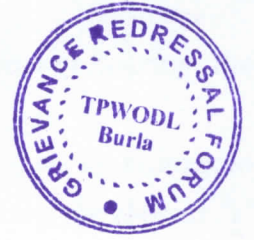
Place of Camp: Division Office, TPWODL, Deogarh.

Appeared

For the Complainant- Sri Bhula Sahu

Represented by Sri Golasti Sahu

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



GRF Case No- BRL/120/2024

(1) Sri Bhula Sahu

At-Bindhipur,

Po- Tileibani,

Dist- Deogarh.

Consumer No.- 4141-1569-0269

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 Bhula Sahu bearing Consumer No **4141-1569-0269** represented by Sri Golasti Sahu under DED, TPWODL, Deogarh stated about raised very high electricity bill in every month.

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 Nov' to Dec'2023 and not submitted any relevant documents 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-domestic consumer having CD 0.5kw with initial date of p/s 25.12.2013 through meter sl. no. "803356" with IMR as "1" as seen from the FG data base. The meter sl. no. "LW566187" was installed on 05.01.2021 with IMR as "1" and in billing since Jan'2021 with giving advance reading with actual billing and adjustment of PL bills accordingly and the meter sl. no."3000000274" was installed on 05.05.2022 with IMR as "zero". In Oct'2020, the reading was"28"kwh after completion of round and billed for "7227" with IMR as "1". In Dec'2020(13.01.2021), the kwh reading was "2285". So, the total consumption for the period from 25.12.2013 to 13.01.2021 was "12284" units (10000+2285-1). The PL bills for Feb & Mar'2022 was not withdrawn till date due to change of meter hence needs bill revision.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill for the period from 25.12.2013 to 13.01.2021 basing on the consumption recorded in meter sl. no." 803356" taking the IMR as "1" kwh by spread over the reading of "12284" in between the periods as well as for the period from Feb'2022 to Mar'2023 basing on the consumption recorded in meter sl. no "3000000274" taking the IMR as "zero" on 05.05.2022 and FMR as "1415" kwh on 11.11.2022 with its daily/monthly actual average consumption thereof with consideration of adjustment of revision amounts made earlier if any.

President
Grievance Redressal Forum
TPWODL, Burla - 768017

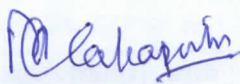
ORDER

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 25.12.2013 to 13.01.2021 basing on the consumption recorded in meter sl. no." 803356" taking the IMR as "1" kwh by spread over the reading of "12284" in between the periods as well as for the period from Feb'2022 to Mar'2023 basing on the consumption recorded in meter sl. no "3000000274" taking the IMR as "zero" on 05.05.2022 and FMR as "1415" kwh on 11.11.2022 with its daily/monthly actual average consumption thereof with consideration of adjustment of revision amounts made earlier if any.
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 Bhula Sahu, At-Bindhipur, Po- Tileibani, 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".