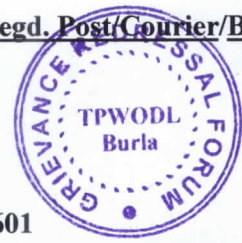


**Grievance Redressal Forum
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Bargarh, Pin- 768017

Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

Bench: A.K.Satapathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)



Ref: GRF/Burla/Div/JED/ (Final Order)/ 1510 (4)

Date: 29/02/2024

Present:

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

1	Case No.	BRL/136/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Parameswar Lal C/O-Ashish Ku Agrawal Bagdihi Dist-Jharsuguda-768220		4131-2702-0073	8317565112
3	Respondent/s	S.D.O (E)-I,Jharsuguda			Division J.E.D, TPWODL, Jharsuguda
4	Date of Application	16.02.2024			
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	16.02.2024			
9	Date of Order	29/02/2024			
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- Parameswar Lal
Represented by Ashish Ku Agrawal

For the Respondent - SDO-I(Electrical), Jharsuguda, TPWODL.

GRF Case No- BRL/136/2024

COMPLAINANT

Parameswar Lal
C/O- Ashish Ku Agrawal
Bagdihi
Dist-Jharsuguda-768220
Consumer No.- 4131-2702-0073

VRS

OPPOSITE PARTY

(1) - SDO-I(Electrical), Jharsuguda, TPWODL.

GIST OF THE CASE

Ashish Ku Agrawal on behalf of consumer Parameswar Lal appeared before this forum on dated 16th of February 2024 at its camp held in the Division office Jharsuguda and submitted a written complaint wherein he has stated about billing dispute & he has requested to revise the bill.

SUBMISSION OF OPPOSITE PARTY

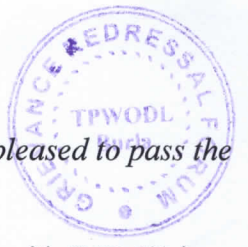
The Opposite Party has submitted photocopy of meter. No other relevant documents has submitted in this case.

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 LT-DOM consumer having CD 2KW 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 above complainant has already been served PL bills for the period from Oct-2019 to July-2022. Actual bills were served in June-2019 & Sept-2022 with KWh reading of 4440 & 12386 respectively. The opposite party has already revised the bill for the period from Aug-2019 to July-2022 (30.06.2019 to 08.09.2022) & debited an amount of Rs.20733.43 with KWh reading of 11470 on 08.09. 2022. The meter SI No TWSP51076000 was installed on 02.11.2023 with IMR '0' & MF '1'. This Forum has gone through the photograph of the meter submitted by opposite party with KWh reading of 23746 duly certified by both parties on 16.10.2023. Hence, revision is required to settle the billing dispute.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill by spread over the reading of 23746 with IMR '0' in between periods from 22.03.2018 to 16.10.2023 with reference to consumption recorded Meter SI No WLT069313 which was installed on 22.03.2018 with IMR '0' & MF 1 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any. However, during hearing objection was raised on high billings & on meter efficiency & reading thereon, hence steps should be taken by opposite party for testing of meter after taking testing fees from the complainant with reference to regulation 107 & if any discrepancy will be found on testing report the opposite may go for revision of bill with reference to law for the same periods.

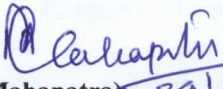
ORDER

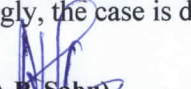



After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

1. The Opposite Party is directed to revise the bill by spread over the reading of 23746 with IMR '0' in between periods from 22.03.2018 to 16.10.2023 with reference to consumption recorded Meter SI No WLT069313 was installed on 22.03.2018 with IMR '0' & MF 1 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any. However, during hearing as raised objection on high billings & fingering on meter efficiency & reading thereon hence steps to be taken by opposite party for testing of meter after taking testing fees from the complainant with reference to regulation 107 & if found any discrepancy on testing report may be go for revision of bill with reference to law for the periods.
2. The Opposite party is directed not to consider the bill revision for the period already revised earlier/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


(A.P. Sahu)
Member (Finance)


A.K. Satapathy
(President)
President

Copy to:
Grievance Redressal Forum
TPWODL, Burla - 768017

Grievance Redressal Forum
TPWODL, Burla - 768017

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Parameswar Lal, C/O- Ashish Ku Agrawal, Bagdihi, Dist-Jharsuguda-768220
2. Sub-Divisional Officer (Elect.)-I, Jharsuguda, 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) 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".)