

**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/DED/ (Final Order)/ 1686 (4)

Date: 27/04/24

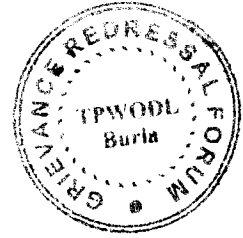
Present:

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

1	Case No.	BRL/303/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Meranus Kerketa C/O-Fileshia Kiro At-Golbadanpur Po-Gohiradamsine Ps-Reamal Dist-Deogarh	4141-1503-0225	7752076769	
3	Respondent/s	S.D.O (E),Deogarh	Division D.E.D, TPWODL, Deogarh		
4	Date of Application	21.03.2024			
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	21.03.2024			
9	Date of Order	27/04/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

C.A. 12

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



Appeared

For the Complainant- Meranus Kerketa
Represented by Fileshia Kiro (Daughter in law)

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

GRF Case No- BRL/303/2024

Meranus Kerketa
C/O-Fileshia Kiro (Daughter in law)
At-Golbadanpur
Po-Gohiradamsine
Ps-Reamal
Dist-Deogarh
Consumer No.- 4141-1503-0225

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Fileshia Kiro (Daughter in law of consumer) on behalf of consumer Meranus Kerketa appeared on Dt. 21.03.2024 at the camp held at ESO Office, Tileibani and submitted a written complaint wherein she has stated billing dispute & request to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from March 2009 to Feb-2024, a PVR carried on 22.04.2024 & also submitted a written statement 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 0.50KW with date of initial power supply 30.12.2008 through meter sl No 324213A as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. Meanwhile, the meter SI No LW414968 was installed on 20.10.2019 IMR '0' & MF 1 and the old meter SI No was 8050314 with KWh reading of 184 in Feb-2012 where the PI bills were continued from April-May-2011 to Jan-feb-2012. The meter SI No 8050314 was in billing since Sept-Oct-2011. As observed many other periods bills were incorrect. In May 2016 the round up took place due to wrong meter reading i.e, punched less units then earlier and developed high arrear. In July-Aug-2015 the meter reading was 2826 with reference to meter SL No 8050314. 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 for the periods from (1) Sept-Oct-2011 to Feb-2012 by spread over the reading of 184 units with IMR '0' in reference to consumption recorded meter SI No 8050314 and (2) for the period from April 2011 to Sept 2011 as per actual average consumption as derived in first instance (3) for the period from Sept-2015 to April-2017 by spread over the reading of 2850 units with IMR 2826 in reference to consumption recorded meter SI No 8050314 and (4) for the period from Feb-2019 to Sept 2019 considering the IMR as 113 in June-Juy-2020 and FMR as 305 in Dec-Jan 2021 taking the consumption recorded in meter SL No 414968 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any.

ORDER



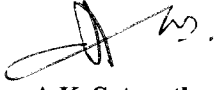
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

1. The Opposite Party is directed to revise the bill for the periods from (1) Sept-Oct-2011 to Feb-2012 by spread over the reading of 184 units with IMR '0' in reference to consumption recorded meter SI No 8050314 and (2) for the period from April 2011 to Sept 2011 as per actual average consumption as derived in first instance (3) for the period from Sept-2015 to April-2017 by spread over the reading of 2850 units with IMR 2826 in reference to consumption recorded meter SI No 8050314 and (4) for the period from Feb-2019 to Sept 2019 considering the IMR as 113 in June-July-2020 and FMR as 305 in Dec-Jan 2021 taking the consumption recorded in meter SL No 414968 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any.
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)
Member


A.K. Satapathy
(President)
President

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1. Meranus Kerketa, C/O-Fileshia Kiro, At-Golbadanpur, Po-Gohiradamsine, Ps-Keamal, Dist-Deogarh
2. Sub-Divisional Officer (Elect.) Deogarh, TPWODL, 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".)