

Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Bargarh, Pin- 768017Email: 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)/ 1682 (4)

Date: 27/04/24

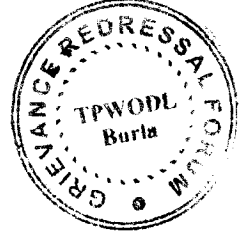
Present:Sri A.K. Satapathy, President
Sri B.Mahapatra (Co-opted Member)
Sri A.P.Sahu Member(Finance)

1	Case No.	BRL/306/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Udika Lakra C/O-Amlina Lakra At-Jugibenua Po-Dimirikuda Ps-Tileibani Dist-Deogarh	4141-1558-0925	8280537055	
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			

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

Appeared

For the Complainant- Udika Lakra
Represented by Amlina Lakra (Daughter in law)



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

GRF Case No- BRL/306/2024

Udika Lakra
C/O-Amlina Lakra (Daughter in law)
At-Jugibenua
Po-Dimirikuda
Ps-Tileibani
Dist-Deogarh
Consumer No.- 4141-1558-0925

COMPLAINANT

VRS

SDO(Electrical), Deogarh, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Amlina Lakra (Daughter in law of consumer) on behalf of consumer Udika Lakra 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 Feb-2011 to July-2023, a PVR carried on 05.04.2024 & 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 0.11KW with date of initial power supply 26.08.2010 through meter, SL No LW315550 was effect in billing in July-2019 as installed on 23.05.2019 as seen from FG/Samadhan App. Actual bill was served in Jan 2017 with KWh reading of 562 having billing unit of 480 with category KTJ as observed from the billing. The meter SL No 823389 was in billing since date of power supply & provided actual reading in Sept-2018 with KWh reading of 3801. PL/Avg/Absurd bills were served from Feb-2017 to Oct-2020. In between these periods the reading were incorrect & table readings were punched by the meter reader arbitrarily where found negative readings were developed with completion of round & high billing has been raised on the consumer having no fault. This Forum has gone through the consumption pattern of past & present & believes that the reading of 3801 KWh was correct as punched in Sept-2018 might be there was "O" code for the same. 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 (1) for the periods from 26.08.2010 (date of initial power supply) to 24.10.2018 (billing month Sept-2018) by spread over the reading of 3801 units with IMR '0' in reference to consumption recorded meter SI No 823389 & (2) for the period from 23.05.2019 to Oct-2020 (12.11.2020) by taking IMR as '0' & FMR as 211 in reference to consumption recorded meter SI No 315550 with the daily/monthly actual consumption thereof as well as (3) for the period from 25.10.2018 to 22.05.2019 as per Actual average consumption so derived in second instance 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 (1) for the periods from 26.08.2010 (date of initial power supply) to 24.10.2018 (billing month Sept-2018) by spread over the reading of 3801 units with IMR '0' in reference to consumption recorded meter SI No 823389 & (2) for the period from 23.05.2019 to Oct-2020 (12.11.2020) by taking IMR as '0' & FMR as 211 in reference to consumption recorded meter SI No 315550 with the daily/monthly actual consumption thereof as well as (3) for the period from 25.10.2018 to 22.05.2019 as per Actual average consumption so derived in second instance 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

Grievance Redressal Forum

TPWODL, Burla - 768017

A.P. Samal
Member (Finance)
Member

Grievance Redressal Forum

TPWODL, Burla - 768017

A.K. Satapathy
(President)
President

Grievance Redressal Forum

TPWODL, Burla - 768017

1. Udika Lakra, C/O-Amlina Lakra, At-Jugibenua, Po-Dimirikuda, Ps-Tileibani 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".)