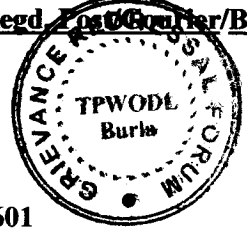


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 1739 (4)

Date: 31/05/24

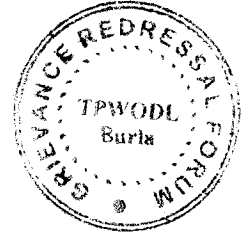
Present: Sri A.K. Satapathy, President
Sri B.Mahapatra (Co-opted Member)
Sri A.P.Sahu Member(Finance)

1	Case No.	BRL/307/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Rabi Pradhan C/O-Anjana Kisan At-Dudhianali Ps-Reamal Dist-Deogarh-768121		4141-1509-1586	9777372532
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	31/05/24			
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- Rabi Pradhan
Represented by Anjana Kisan (Grand Daughter)



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

GRF Case No- BRL/307/2024

Rabi Pradhan
C/O-Anjana Kisan (Grand Daughter)
At-Dudhianali
Ps-Reamal
Dist-Deogarh
Consumer No.- 4141-1509-1586

COMPLAINANT

VRS
SDO(Electrical), Deogarh, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Anjana Kisan on behalf of consumer Rabi Pradhan 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 April-2014 to Feb-2024, a PVR carried on 05.04.2024 & also submitted a written statement in this case.

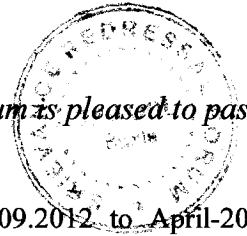
OBSERVATION

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 09.09.2012 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. First bill was generated in March-April-2014 with reference to consumption recorded in meter SI No WESCO9146414. Meanwhile, the meter SI No LW112583 was installed on 13.02.2019 IMR '2' & MF 1. It is observed that Provisional bills were not adjusted properly in Jan Feb 2015 & high billing units charged in March 2016. PI/Avg bills were served to the complainant for the period from July-2016 to Jan 2019 & in Nov Dec 2016 meter reader has punched CMR as less than the previous meter reading & hence round completion took place which was incorrect. 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 09.09.2012 to April-2016 (1705.2016) by spread over the reading of 3187 units with IMR '0' in reference to consumption recorded meter SI No WESCO9146414 with the daily/monthly actual consumption thereof 0 and for the period from July 2016 to June 2018 considering the actual average consumption of meter SL No LW112583 taking six month consecutive consumption thereon. considering the adjustment of previous bill revisions as per law if any.


ORDER

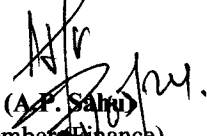
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.




1. The Opposite Party is directed to revise the bill for the periods from 09.09.2012 to April-2016 (1705.2016) by spread over the reading of 3187 units with IMR '0' in reference to consumption recorded meter SI No WESCO9146414 with the daily/monthly actual consumption thereof and for the period from July 2016 to June 2018 considering the actual average consumption of meter SL No LW112583 taking six month consecutive consumption thereon. 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)
Grievance Redressal Forum
TPWODL, Burla - 768017


(A.P. Sahu)
Member (Finance)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017


A.K. Satapathy
(President)
President
Grievance Redressal Forum
TPWODL, Burla - 768017

1. Rabi Pradhan, C/O-Anjana Kisan, At-Dudhianali, Ps-Reamal, 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".)