

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

Ref: GRF/Burla/Div/DED/ (Final Order)/ 1409(4)

Date: 31/01/2024

Present:

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

1	Case No.	BRL/33/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Rayan Bud Represented by Smt Salomi Bud At-Mardang Po-Dholpada Ps-Reamal Dist-Deogarh	4141-1560-0992	7358915422	
3	Respondent/s	SDO (Electrical), Deogarh, TPWODL		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	22.12.2023			
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	22.12.2023			
9	Date of Order	31/01/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: SDO Office, Deogarh, TPWODL

Appeared

For the Complainant- Sri Rayan Bud
Represented by Smt Salomi Bud



For the Respondent – SDO (Electrical), Deogarh, TPWODL

GRF Case No- BRL/33/2024

Sri Rayan Bud
C/O- Smt Salomi Bud
At-Mardang
Po-Dholpada
Ps-Reamal
Dist- Deogarh.
Consumer No-4141-1560-0992

COMPLAINANT

VRS

(1) SDO (Elect.), DED, Deogarh, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

Smt Salomi Bud on behalf of Sri Rayan Bud appeared on Dt. 22.12.2023 at the camp held on SDO Office Deogarh under SDO, Deogarh and submitted a written complaint wherein she has stated that “abnormal billing on Aug-2015 on running meter from Nov-2015 to Aug-2016. Total unit roundup on Oct-2016 & Dec-2016” & request to rectify/revise the bill.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted billing abstract from Jun-2010 to Nov-2023 and PVR carried on 21.11.2023 where it is found that meter SL No is 797988 with CMR 4667KWh. The opposite party has also submitted written statement in this case.

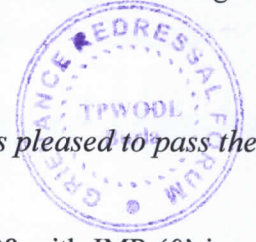
OBSERVATION

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 06.04.2010 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill & also expressed the displeasure. The meter SI No 797988 was installed since date of power supply with IMR as 0 & MF 1 where it is seen that the actual bill served in billing month Oct-2018 with KWh reading of 4245 where the actual Kwh reading was 3960KWh in Oct-2015 & also it is found that average bills were served from Nov-2015 to Aug-2016. In Oct-2016 the reading was '0' with billing unit 5320 seems to be abnormal. As seen, in Nov-Dec-2016 the KWh reading was 4128 with billing unit which was not proper might be the billing & billing unit was incorrect. Some PL bills were yet to be adjusted not taken care earlier. Hence bill revision is required for settlement 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 4128 with IMR '0' in between the periods from 06.04.2010 to 06.10.2017 (Dec-2016) with the daily/monthly actual average consumption thereof as well as steps to be taken to withdraw the PL bills where ever required as per applicability as yet not done except two months withdrawl due to constrain in billing software earlier.

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 4128 with IMR '0' in between the periods from 06.04.2010 to 06.10.2017 (Dec-2016) with the daily/monthly actual average consumption thereof as well as steps to be taken to withdraw the PL bills where ever required as per applicability as yet not done except two months withdrawl due to constrain in billing software earlier.
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)

Grievance Redressal Forum

TPWODL, Burla - 768017

A.K. Satapathy

(President)

Grievance Redressal Forum

TPWODL, Burla - 768017

- Copy to
1. Sri Rayan Bud, C/O- Smt Salomi Bud, At-Maardang, Po-Dholpada, Ps-Reamal, 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, Deogath. TPWODL.
 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".