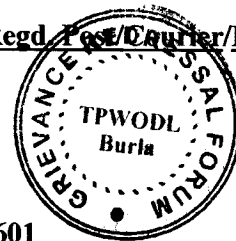


**Grievance Redressal Forum
TPWODL, BURLA**

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



Ref: GRF/Burla/Div/JED/ (Final Order)/ 1715 (4)

Date: 30/04/24

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

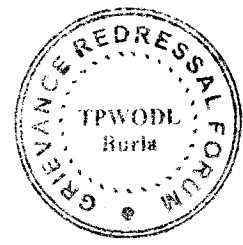
1	Case No.	BRL/333/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Alok Kumar Sahu At/Po- Bagdihi, Dist- Jharsuguda-768220.	4130-0101-1563	9937934481	
3	Respondent/s	EE(Electrical) JED, TPWODL, Jharsuguda	Division J.E.D, TPWODL, Jharsuguda		
4	Date of Application	23.04.2024			
5	In 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	23.04.2024			
9	Date of Order	30/04/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Bagdihi, TPWODL, Jharsuguda.

Appeared

For the Complainant- Alok Kumar Sahu

For the Respondent - EE(Elect.) JED, TPWODL, Jharsuguda.



GRF Case No- BRL/333/2024

(1) Alok Kumar Sahu
At/Po- Bagdihi,
Dist- Jharsuguda.
Consumer No.- 4130-0101-1563

COMPLAINANT

VRS

(1) EE(Elect.) JED, TPWODL, Jharsuguda

OPPOSITE PARTY

GIST OF THE CASE

The Complainant filed the petition in the name of Alok Kumar Sahu bearing Consumer No **4130-0101-1563** under JED, TPWODL, Jharsuguda stated about billing dispute.

Hence, the Complainant prayed before the Forum to consider the case for revision/rectification.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has not submitted any relevant documents except PVR dtd. 23.04.2024 in this case.

OBSERVATION

The case is pursued with all documents available in records (FG data base and Samadhan App) and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-domestic consumer having CD 5kw with initial date of p/s 08.08.2017 and meter sl. no."2971468" was in billing since Nov'2019 as seen from the FG data base/Samadhan App. The complainant has raised objection on billing dispute. LD has been seen since Jul'2022 to May'2023. The above complainant was served actual bills in Jun'2022 for kwh reading of "26465" and in Jun'2023 for kwh reading of "30837" with reference to consumption recorded in meter sl. no."2971468". This Forum has gone through PVR dtd. 23.04.2024 of ESO, Bagdihi and SDO, Jharsuguda where found the complainant has also signed here. As per PVR, the complainant was never LD during Aug'2022 to Jun'2023 and it was wrongly shown as disconnection in the system and accordingly the complainant has availed the p/s during the above periods. During the course of hearing, the complainant has been asked and from the reply it was cleared that the complainant was used the p/s during the above periods and also agreed and acknowledged the PVR. The consumptions were high units of billing and suppressed readings were billed time to time seems to be improper. So, for settlement of the dispute bill revision is required.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill for the period from Nov'2019 to 23.04.2023 basing on the consumption recorded in meter sl. no." 2971468" by spread over the units "31516" over these periods with IMR as "o" with its daily/monthly actual average consumption thereof.

ORDER



Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:

1. The Opposite Party is directed to revise the bill of the consumer for the period from Nov'2019 to 23.04.2023 basing on the consumption recorded in meter sl. no." 2971468" by spread over the units "31516" over these periods with IMR as "o" with its daily/monthly actual average consumption thereof.
2. The Opposite party is directed not to consider the bill revision for the period already revised earlier and adjust the revision as per law/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.Sahu)

Member (Finance)

Member

Grievance Redressal Forum

TPWODL, Burla - 768017

(A.K.Satpathy)

President
President

Grievance Redressal Forum

TPWODL, Burla - 768017

Copy to: - (1) Alok Kumar Sahu, At/Po- Bagdihi, Dist- Jharsuguda.

(2) Sub-Divisional Officer (Elect.)-I, TPWODL, Jharsuguda 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:Bhoingar, 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".