

**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

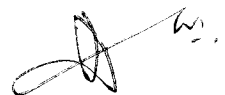
Bench: A.K.Satpathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)

Ref: GRF/Burla/Div/JED/ (Final Order)/ 1740(4)

Date: 31/05/24

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

1	Case No.	BRL/337/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Khirod Kaudi At-Bhusiwal Po- Bhalupatra Dist- Jharsuguda.	4131-2701-1566	7894564952	
3	Respondent/s	SDO-I(E),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	24.04.2024			
9	Date of Order	31/05/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

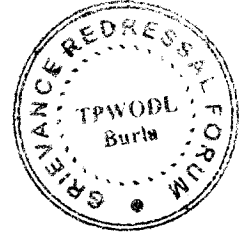


Place of Camp: ESO Bagdihi Office, JED, TPWODL, Jharsuguda.

Appeared

For the Complainant- Khirod Kaudi

For the Respondent - SDO-I(E), JED, TPWODL, Jharsuguda.



GRF Case No- BRL/337/2024

Khirod Kaudi

At-Bhusiwal

Po- Bhalupatra

Dist- Jharsuguda.

Consumer No.- 4131-2701-1566

VRS

SDO-I(E), JED, TPWODL, Jharsuguda

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Khirod Kaudi bearing Consumer No 4131-2701-1566 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 in this case.

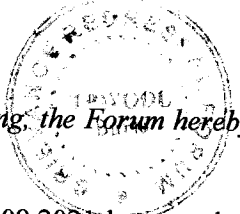
OBSERVATION

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 1KW with date of initial power supply 03.08.2013 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 LW173608 was installed on 17.01.2021 IMR '677' & MF 1 as well as meter SI No TPWDL1130867 was installed on 16.12.2022 with old KWh 2465. Actual bill was served to the complainant in Aug 2021 (18.09.2021) as per FG data base. As seen the above meter LW173608 was continued in billing in the month of Jan 2019. Hence, the installation date/month to be taken as Jan 2019. The billing units were seems to be high in during Jan 2021, Dec 2020, Nov 2020 etc. the suppressed reading were bill whenever found but not correct as per principle so involved. Further, it is also seen that PL/Avg bills were served to the complainant for the period from Sept-2021 to Dec-2022 where found in Jan 2023 a new meter bearing SL No TPWDL1130867 was effected in billing. 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 Jan-2019 to 1809.2021 by spread over the reading of 2465 units with IMR '0' in reference to consumption recorded meter SI No LW173608 & for the period from Sept 2021 to Jan 2023 taking IMR as 11 in March 2023 & FMR as 109 in Aug 2023 with reference to consumption recorded in meter SL No TPWDL1130867 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any.

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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 for the periods from Jan-2019 to 1809.2021 by spread over the reading of 2465 units with IMR '0' in reference to consumption recorded meter SI No LW173608 & for the period from Sept 2021 to Jan 2023 taking IMR as 11 in March 2023 & FMR as 109 in Aug 2023 with reference to consumption recorded in meter SL No TPWDL1130867 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 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.

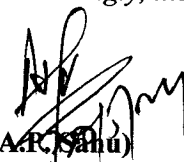


(B. Mahapatra)

(Co-opted Member)

Grievance Redressal Forum

TPWODL, Burla - 768017



(A.R. Sanu)

Member (Finance)

Grievance Redressal Forum

TPWODL, Burla - 768017



(A.K. Satpathy)

President

Grievance Redressal Forum

TPWODL, Burla - 768017

(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: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".