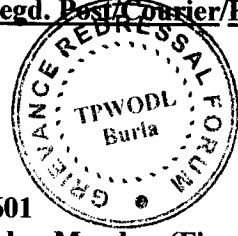


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 1735 (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/340/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Iswari Ghusi At/Po- Badmal, Dist- Jharsuguda.		4135-2603-0470	7894124545
3	Respondent/s	SDO(Electrical)-II, TPWODL,Jharsuguda			Division J.E.D, TPWODL, Jharsuguda
4	Date of Application	24.04.2024			
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	30/04/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: Division Office, TPWODL, Jharsuguda.

Appeared

For the Complainant- Iswari Ghusi

For the Respondent - SDO(Elect.)-II, TPWODL, Jharsuguda.



GRF Case No- BRL/340/2024

(1) Iswari Ghusi

At/Po- Badmal,

Dist- Jharsuguda.

Consumer No.- 4135-2603-0470

COMPLAINANT

VRS

(1) SDO(Elect.)-II,TPWODL, Jharsuguda

OPPOSITE PARTY

GIST OF THE CASE

The Complainant filed the petition in the name of Iswari Ghusi bearing Consumer No **4135-2603-0470** 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 (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 1.5kw with initial date of p/s 04.10.2008 as seen from the FG data base/Samadhan App. The complainant has raised objection on billing dispute. Actual bill has been served upto Dec-Jan'2011 with reference to meter sl. no."335628". Although actual bill was served in Feb-Mar'2011 but seems to be abnormal and kwh reading was "11814" with billing units "10752". The opposite party has stated that the meter has been jumped but not submitted any evidence and thereafter since Apr'2011 to Feb'2015 the kwh reading was "28145" and the meter was functioning properly. During the course of hearing, the complainant stated that they have 03 brothers and also requested for 03nos of p/s in the name of each brother. In this connection, Reg.17(i) & (iii) may be followed by both parties. The new service connection may not be released without clearance of outstanding dues as per Reg. 17(i). Further, the outstanding may be distributed among all brothers equally for getting opportunity to avail the new service connection in the name of each brother. 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 by spread, over the readings of "11814" taking IMR as "zero" basing on the consumption recorded in meter sl. no. "335628" in between the periods from 04.10.2008 to Mar'2011 with its daily/monthly actual average consumption thereof.

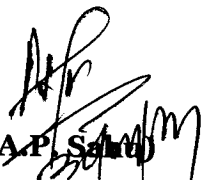
ORDER


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 by spread over the readings of "11814" taking IMR as "zero" basing on the consumption recorded in meter sl. no." 335628" in between the periods from 04.10.2008 to Mar'2011 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)


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


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

- Copy to: - (1)** Iswari Ghusi, At/Po- Badmal, Dist- Jharsuguda.
(2) Sub-Divisional Officer (Elect.)-II, 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.orerc.org under the "head "Cases->"GRF".