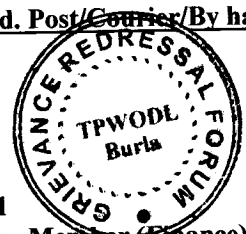


**Grievance Redressal Forum
TPWODL, BURLA**

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)/

1741

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/346/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Digambar Dwibedy (Consumer) C/O-Rajendra Ku Dwibedy (Son) At-Sasansahi Po/Ps-Deogarh Dist-Deogarh		4141-1402-0168	9437667908
3	Respondent/s	S.D.O (E),Deogarh		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	25.04.2024			
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 Tariffs) Regulations,2004			
		6. Others			
8	Date(s) of Hearing	25.04.2024			
9	Date of Order	31/05/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

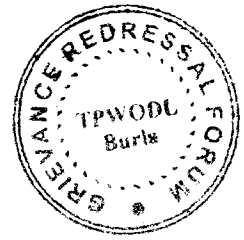
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Place of Camp: Division Office, DED, Deogarh, TPWODL

Appeared

For the Complainant- Digambar Dwibedy
Represented by Rajendra Ku Dwibedy (Son)

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



GRF Case No- BRL/346/2024

Digambar Dwibedy
C/O- Rajendra Ku Dwibedy (Son)
At-Sasansahi
Po/Ps-Deogarh
Dist-Deogarh
Consumer No.- 4141-1402-0168

COMPLAINANT

VRS

SDO(Electrical), Deogarh, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Rajendra Ku Dwibedy on behalf of Digambar Dwibedy appeared on Dt. 25.04.2024 at the camp held at Division Office, DED, Deogarh and submitted a written complaint wherein he has stated that "he has received a bill of Rs.39000.00 in Feb-2008 and he received irregular bills from Feb-2008. He has paid Rs.47000.00 in last 07 months and request to revise the defect bill so that he can paid all the dues."

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from Feb-2001 to Mar-2024, a PVR carried on 16.05.2024 and written statement has been submitted 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 2.5KW with date of initial power supply 01.01.1990 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 WLT069367 was installed on 18.01.2018. As seen the bill has been served in Jan 2008 for KWh reading of 22085 with billing unit 12203. Although the opposite party has served the bill on Ac/Pl basis but not in accordance to meter reading & observed that table reading has been given time to time & the suppressed reading was bill in Jan 2008. Further, it is also seen that AC/Avg/Pl bills were served from Feb-2008 to Oct-2015 with KWh reading of 50597. During the scrutiny of ledger it came to the notice of the Forum that the Pl/Avg bill were also served to the complainant for the period from Nov-2015 to Dec-2017. 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-Feb-2001 to Jan-2008 by spread over the reading of 22085 units with IMR 20 and for the period from Feb-2008 to Oct-2015 taking IMR as 22250 in Feb 2008 & FMR as 50597 in Oct-2015 in reference to consumption recorded meter SI No WE69347 was in billing since Jan-Feb-2001 as well as for the period from Nov-2015 to Dec-2017 taking IMR as 171 in Feb-2018 & FMR s 2139 in July-2018 considering the consumption recorded in meter SL No WLT069367 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any.

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ORDER

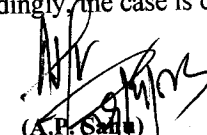
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the


Order as follows.

1. The Opposite Party is directed to revise the bill for the periods from Jan-Feb-2001 to Jan-2008 by spread over the reading of 22085 units with IMR 20 and for the period from Feb-2008 to Oct-2015 taking IMR as 22250 in Feb 2008 & FMR as 50597 in Oct-2015 in reference to consumption recorded meter SI No WE69347 as well as for the period from Nov-2015 to Dec-2017 taking IMR as 171 in Feb-2018 & FMR s 2139 in July-2018 considering the consumption recorded in meter SL No WLT069367 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/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
Copy to: -


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


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

1. Digambar Dwibedy, C/O- Rajendra Ku Dwibedy (Son), At-Sasansahi, Po/Ps-Deogarh ,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".)