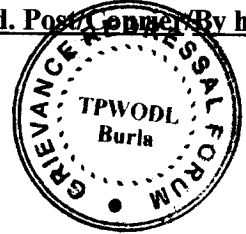


Grievance Redressal Forum
TPWODL, BURLAQuarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Bargarh, Pin- 768017Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

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



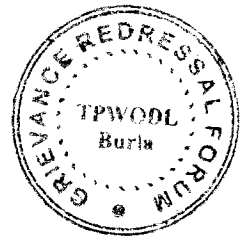
Ref: GRF/Burla/Div/DED/ (Final Order)/ 1744 (4)

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/349/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sukdeb Pradhan (Consumer) C/O-Desha Pradhan (Wife) At/Po-Dimirikuda Ps-Laimura Dist-Deogarh-768107		4141-1549-0413	9938638613
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 Tariff) 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			

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



Appeared

For the Complainant- Sukdeb Pradhan
Represented by Desha Pradhan (Wife)

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

GRF Case No- BRL/349/2024

Sukdeb Pradhan
C/O- Desha Pradhan (Wife)
At/Po-Dimirikuda
Ps-Laimura
Dist-Deogarh
Consumer No.- 4141-1549-0413

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Desha Pradhan on behalf of Sukdeb Pradhan appeared on Dt. 25.04.2024 at the camp held at Division Office, DED, Deogarh and submitted a written complaint wherein she has stated about billing dispute & request to revise the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from Feb-2011 to Mar-2024, a PVR carried on 10.05.2024 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 0.11KW with date of initial power supply 11.05.2010 through meter SL No 815307 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 LW086262 & TW114824 were installed on 22.11.2018 & 23.02.2024 with IMR '0' & MF 1 each. Pl/Avg bills were served to the complainant for the period from Dec-2022 to Jan-2024. It is also verified that actual Actual bill was served in 12.01.2018 with KWh reading of 1655 and billing unit 258, in June-July-2018 with KWh reading as 6053 & billing unit 4398. In Aug-Sept-2018 the KWh reading as 280 & billing unit 4227 & billing of Oct-Nov-2018 for 512 units seems to be abnormal. 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 11.05.2010 to 18.08.2018 by spread over the reading of 6053 units with IMR 1 in reference to consumption recorded meter SI No 815307 and for the period from Aug-2018 to Nov-2018 taking IMR as 11 in Dec-Jan-2019 & FMR as 406 in Jan-2020 with the daily/monthly actual consumption thereof as well as for the period from Dec-2022 to Jan -2024 considering the consumption recorded in meter SL No TWB114824 by taking the actual average of six consecutive months consumption considering the adjustment of previous bill revisions as per law if any.

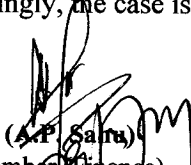
ORDER


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 11.05.2010 to 18.08.2018 by spread over the reading of 6053 units with IMR 1 in reference to consumption recorded meter SI No 815307 and for the period from Aug-2018 to Nov-2018 taking IMR as 11 in Dec-Jan-2019 & FMR as 406 in Jan-2020 with the daily/monthly actual consumption thereof as well as for the period from Dec-2022 to Jan-2024 considering the consumption recorded in meter SL No TWB114824 by taking the actual average of six consecutive months consumption 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 four 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. Saha)
Member (Finance)
Grievance Redressal Forum
TPWODL, Burla - 768017


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

1. Sukdeb Pradhan, C/O- Desha Pradhan (Wife), At/Po-Dimirikuda, Ps-Laimura, 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: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".)