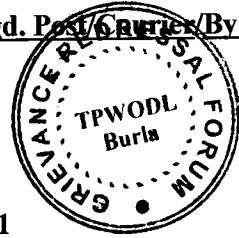


**Grievance Redressal Forum
TPWODL, BURLA**

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/JED/ (Final Order)/ 1766 (4)

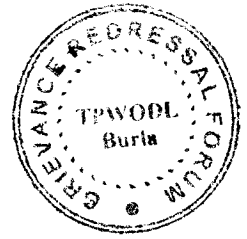
Date: 31/05/24

Present:

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

1	Case No.	BRL/393/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Balkrishna Kisan C/O-Saroj Kisan (Son) At/Po-Parmanpur Via-Kolabira Dist-Jharsuguda-768213	4135-2403-0214	8118083382	
3	Respondent/s	S.D.O (E)-II, Jharsuguda	Division J.E.D, TPWODL, Jharsuguda		
4	Date of Application	18.05.2024			
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	18.05.2024			
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 Office R.N Pali, Jharsuguda TPWODL



Appeared

For the Complainant- Balkrishna Kisan
Represented by Saroj Kisan (Son)

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

GRF Case No- BRL/393/2024

Balkrishna Kisan
C/O-Saroj Kisan
At/Po-Parmanpur
Via-Kolabira
Dist-Jharsuguda
Consumer No.- 4135-2403-0214

VRS

SDO-II(Electrical),Jharsuguda, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Saroj Kisan on behalf of consumer Balkrishna Kisan has appeared on Dt. 18.05.2024 at the camp held at ESO Office, R.N.Pali and submitted a written complaint wherein he has stated that " he was getting average bill as he has no meter since last three year hence, he has requested to revise/rectify the bills".

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted a PVR carried on 24.05.2024, no other relevant documents except PVR 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 1.5KW with date of initial power supply 24.09.2004 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 1892668 in billing since date of power supply, LW289745 was installed on 01.01.2020, LW653111 was installed on 24.06.2021, TW02084324 was installed on 12.10.2023 & WCS05574 in billing in Nov-2015 & continued with actual billing up to Sept-2018 with KWh 4345 with IMR '0' & MF 1 in each case. Avg bills were served to the complainant for the period from Feb-2008 to Jan-2011 where found the actual CMR reading in Jan 2008 was 2044 and CMR reading in March-2011 was 4099. Further, it is seen that PI/Avg bill were served from Oct-2018 to Dec-2019, Nov-2021 to March-2022 & Sept-2022 to Aug-2023.Hence, revision is required to settle the billing dispute.

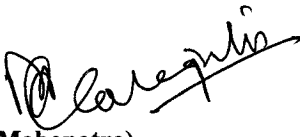
Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from Sept-2022 to Aug-2023 taking IMR as 97 in Oct-2023 & FMR as 735 In March-2023 considering the consumption recorded in meter SL No TW02084324 & periods from Nov-2021 to Apr-2022 taking IMR as 40 in Nov-2021 & FMR as 41 in April-2022 considering the consumption recorded in meter SL No 653111 & periods from June-2019 to Dec-2019 taking IMR as 120 in Feb-2020 & FMR as 1924 in July-2020 considering the consumption recorded in meter SL No LW289745 considering the adjustment of previous bill revisions as per law if any.

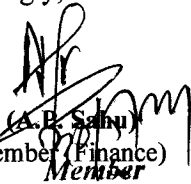
ORDER


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 Sept-2022 to Aug-2023 taking IMR as 97 in Oct-2023 & FMR as 735 In March-2023 considering the consumption recorded in meter SL No TW02084324 & periods from Nov-2021 to Apr-2022 taking IMR as 40 in Nov-2021 & FMR as 41 in April-2022 considering the consumption recorded in meter SL No 653111 & periods from June-2019 to Dec-2019 taking IMR as 120 in Feb-2020 & FMR as 1924 in July-2020 considering the consumption recorded in meter SL No LW289745 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


(A. B. Sahu)
Member (Finance)
Grievance Redressal Forum
TPWODL, Burla - 768017


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

1. Balkrishna Kisan, C/O-Saroj Kisan, At/Po-Parmanpur, Via-Kolabira, Dist-Jharsuguda
2. Sub-Divisional Officer (Elect.)-II, Jharsuguda, TPWODL, 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".)