

## Grievance Redressal Forum

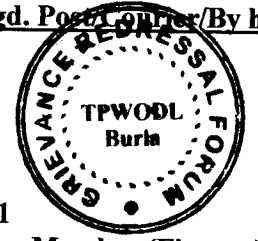
TPWODL, BURLA

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)/ 1798 (4)

Date: 30/06/24

Present:

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

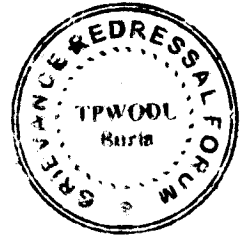
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|----|--|---|---|--|--|
| 1  | Case No.                                     | BRL/396/2024  |   |  |  |
| 2  | Complainant/s                                | Name & Address  |   | Consumer No  | Contact No.                              |
|    |  | Narayan Dansana<br>C/O-Niranjan Dansana (Son)<br>At/Po-Naxapali<br>Dist-Jharsuguda-768220 |   | 4135-2801-0511                                       | 8319124799                               |
| 3  | Respondent/s                                 | S.D.O (E)-II, Jharsuguda  |   |  | Division<br>J.E.D, TPWODL,<br>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                                | 30/06/24  |   |  |  |
| 10 | Order in favour of                           | Complainant   | √ | Respondent   | Others                                   |
| 11 | Details of Compensation awarded, if any.     | NIL   |   |  |  |

**Place of Camp:** ESO Office Laikera, Jharsuguda TPWODL

**Appeared**

**For the Complainant-** Narayan Dansana  
Represented by Niranjana Dansana (Son)

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



**GRF Case No- BRL/396/2024**

Narayan Dansana  
C/O-Niranjana Dansana  
At/Po-Naxapali  
Dist-Jharsuguda  
Consumer No.- 4135-2801-0511

**VRS**

SDO-II(Electrical),Jharsuguda, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Niranjana Dansana on behalf of consumer Narayan Dansana has appeared on Dt. 18.05.2024 at the camp held at ESO Office, Laikera and submitted a written complaint wherein he has stated about billing dispute and request to revise/rectify the same.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted a PVR but 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 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 LW648620 was installed on 23.01.2021 IMR '0' & MF 1 with old KWh as '0' where found old meter bearing SL No WLT020268 was effected in billing in July-Aug-2017. Since, Feb-March-2001 to Aug-Sep-2002 bills were raised with KTJ category without meter. From Oct-2002 to June-2017 Avg bills were served @ 288, 346 etc monthly/bi-monthly without meter. The meter SL No WLT020268 was in billing since July-Aug-2017 & continued up to Jan-2021 where found the KWh reading was 5672. The billing units were 5520 & 4649 in April 2020 & May 2020 respectively to be treated as improper billing but the reading was in that meter. Many of times bills were served in an incorrect manner. In Feb 2020 the KWh reading was 4664 & in April 2020 it was 184 where found PL bill has been served in March 2020. In May 2020 the KWh reading was 4833 with billing unit 4649 & thereafter advancement in meter reading is going on up to Jan 2021 with KWh reading of 5672 as per consumption recorded in meter SL No WLT020268 since Feb 2021 billing is going on with Act/Pl basis as per actual meter reading in meter SL No LW648620 with adjustment of PL bills. 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 1. From July-2017 to Jan-2021 by spread over the reading of 5672 units with IMR 0 in between the periods in reference to consumption recorded meter SI No WLT020268 with the daily/monthly actual consumption thereof 2. For the period from Oct-2002 to June-2017 as per actual average consumption so derived in 1<sup>st</sup> revision as because power supply has been effected without meter & no steps has been taken neither installation of the meter nor revision of the bill although such long period has already been lapse due to which consumer is suffering & with a disturb set up & for which nothing has been provide by opposite party except a PVR to justify the billing of above periods considering the adjustment of previous bill revisions as per law if any.

**ORDER**



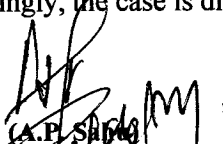
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

1. The Opposite Party is directed to revise the bill (A) From July-2017 to Jan-2021 by spread over the reading of 5672 units with IMR 0 in between the periods in reference to consumption recorded meter SI No WLT020268 with the daily/monthly actual consumption thereof and (B) For the period from Oct-2002 to June-2017 as per actual average consumption so derived in 1<sup>st</sup> revision as because power supply has been effected without meter & no steps has been taken neither installation of the meter nor revision of the bill although such long period has already been lapse due to which consumer is suffering & with a disturb set up & for which nothing has been provide by opposite party except a PVR to justify the billing of above periods 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)  
**Co-opted Member**

**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

  
(A.P. Saha)  
Member (Finance)  
**Member**

**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

  
A.K. Satapathy  
(President)  
**President**

**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

1. Narayan Dansana, C/O-Niranjan Dansana, At/Po-Naxapali, , 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:Bhoynagar, 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](http://www.orierc.org) under the "head "Cases-> "GRF". )