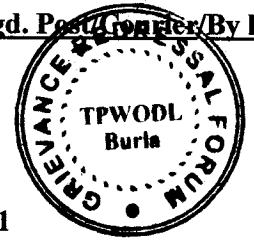


**Grievance Redressal Forum
TPWODL, BURLA**

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)/

18/4(y)

Date: 30/06/24

Present:

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

1	Case No.	BRL/405/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Birendra Ku Behera At/Po-Aitapali Laikera Dist-Jharsuguda-768215		4135-2813-0027	9938310544
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	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- Birendra Ku Behera

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

GRF Case No- BRL/405/2024

Birendra Ku Behera

At/Po-Aitapali

Laikera

Dist-Jharsuguda

Consumer No.- 4135-2813-0027

VRS

SDO-II(Electrical),Jharsuguda, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Birendra Ku Behera 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 carried on 24.05.2024 but no other relevant documents except PVR has been submitted in this case.

OBSERVATION

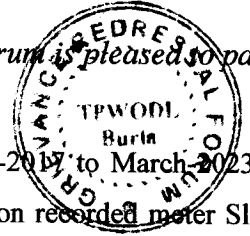
The case is pursued with all documents available in records submitted by the complainant and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-DOM consumer having CD 2.5KW with date of initial power supply 01.01.1990 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. Meanwhile, the meter SI No TWST1760455 was installed on 25.05.2024 IMR '0' & MF 1 with old KWh reading of 16163. Further, it is also seen that the meter SL No WLT025232 was in billing in Oct 2017 with giving advance reading time to time. The actual KWh reading in March 2023 was 15723 with billing unit 738 & in Oct 2020 the billing unit 1271 with KWh reading of 3738. As seen PI/Avg bills were served with adjustment of PI bill up to Nov 2020 but since Dec 2020 PI/Avg bills were served although the meter SL No WLT025232 was in existence in the premises of the consumer but no meter reading has been taken during that period. It is also seen that Avg bills were served to the complainant for the period from Jan 2001 to Feb 2004 & Nov 2011 to Aug 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 (1) Oct-2017 to March-2023 by spread over the reading of 15723 units with IMR 1 in reference to consumption recorded meter SI No WLT025232 , (2) for the period from Dec 2002 to Feb 2004 taking IMR as 33 in May June 2004 & FMR as 789 in Sept-Oct-2004 with reference to consumption in meter SL No A187149 with the daily/monthly actual consumption thereof & (3) for the period from Aug 2023 to April 2024 as per actual daily/monthly average consumption taking six month consecutive reading recorded in meter SI No TWST1760455 with 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 (1) Oct-2017 to March-2023 by spread over the reading of 15723 units with IMR 1 in reference to consumption recorded in meter SI No WLT025232 , (2) for the period from Dec 2002 to Feb 2004 taking IMR as 33 in May June 2004 & FMR as 789 in Sept-Oct-2004 with reference to consumption in meter SL No A187149 with the daily/monthly actual consumption thereof & (3) for the period from Aug 2023 to April 2024 as per actual daily/monthly average consumption taking six month consecutive reading recorded in meter SI No TWST1760455 with 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. Sahu)
Member (Finance)
Member

Grievance Redressal Forum
TPWODL, Burla - 768017

A.K. Satapathy
(President)
President

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Birendra Ku Behera, At/Po-Aitapani, Laikera, 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.orienc.org under the "head "Cases-> "GRF".)