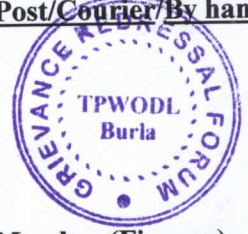


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 1418 (4)

Date: 31/01/2024

Present:

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

1	Case No.	BRL/42 /2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Dhanurjaya Dila At-Niktimal Po-Laikera Dist-Jharsuguda	4135-2812-0276	9437485576	
3	Respondent/s	S.D.O (E)-II, Jharsuguda	Division J.E.D, TPWODL, Jharsuguda		
4	Date of Application	17.11.2023			
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	17.11.2023			
9	Date of Order	31/01/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: SDO-II Office, Jharsuguda, TPWODL

Appeared

For the Complainant- Sri Dhanurjaya Dila

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



GRF Case No- BRL/42/2024

Sri Dhanurjaya Dila
At-Niktimal
Po-Laikera
Dist-Jharsuguda
Consumer No.- 4135-2812-0276

COMPLAINANT

VRS

(1) - SDO-II(Electrical), Jharsuguda, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Dhanurjaya Dila appeared before this forum on dated 17th of November 2023 at its camp held in the office of SDO-II Jharsuguda and submitted a written complaint wherein he has stated that "Wrong bill of Rs.50000.00 raised on him in Feb-2016." So, he has prayed to revise the bill.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted PVR carried on 23.11.2023 where in it is found that the meter SI No is LW188695 with total connected load is 363watts with remarks given by concern authority that "the consumer premises was verified by staff of TPWODL and AOC Laikera and found that consumer using a load of 0.5KW. The wrong bill/abnormal bill may be withdrawn/corrected". The opposite party also submitted a written statement & joint verification report 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 23.04.2013 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill & also expressed the displeasure. In Feb 2016 reading punched as '0' hence taken the reading in billing of 8981 units deducting 1019 unit from 10000 treating completion of the round. A new meter bearing SI No LW188695 is continuing in billing so for billing is concern. As reported by SDO & Field officers in their W/S & PVR the consumption is very low where given the load as 363watts with request by opposite party to revise the bill considering the new meter consumption to make correct of billing. Hence bill revision is required for settlement the billing dispute.

1. Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the period from Nov-Dec-2015 to Jan-Feb-2016 considering the consumption recorded in meter SI No LW188695 taking IMR as 62 in May-June 2019 an FMR as 198 in Nov-Dec-2019 with the daily/monthly actual consumption thereof.

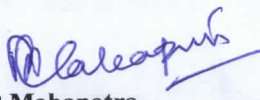
ORDER

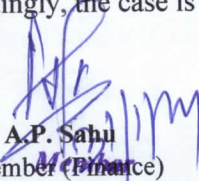
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.




2. The Opposite Party is directed to revise the bill for the period from Nov-Dec-2015 to Jan-Feb-2016 considering the consumption recorded in meter SI No LW188695 taking IMR as 62 in May-June 2019 and FMR as 198 in Nov-Dec-2019 with the daily/monthly actual consumption thereof.
3. 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.
4. 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.
5. 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.
6. 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.
7. 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.
8. **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 Fu.
TPWODL, Burla - 768017


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


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

- Copy to:
1. Sri Dhanurjaya Dila, At-Niktimal, Po-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.orierc.org under the "head "Cases-> "GRF".)