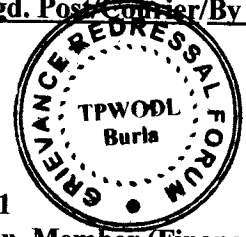


**Grievance Redressal Forum
TPWODL, BURLA**

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/DED/ (Final Order)/ 1789 (4)

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/422/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Tikeswar Kisan At-Chandiposi Po-Parposi Ps-laimura Dist-Deogarh		4141-1518-0500	7205325877
3	Respondent/s	S.D.O (Elect),Deogarh		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	27.05.2024			
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	27.05.2024			
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, Tileibani, TPWODL, Deogarh

Appeared

For the Complainant- Tikeswar Kisan

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



GRF Case No- BRL/422/2024

Tikeswar Kisan
At-Chandiposi
Po-Parposi
Ps-laimura
Dist-Deogarh
Consumer No-4141-1518-0500

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Tikeswar Kisan has appeared on Dt. 27.05.2024 at the camp held at ESO Office, Tileibani and submitted a written complaint wherein he has stated about billing dispute & request to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from Sept-2019 to April-2024, a PVR carried on 07.06.2024 & written statement has file 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 1KW with date of initial power supply 02.01.2019 through meter SL No 3021591 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 TWB1158060 was installed on 17.02.2024 with IMR '0' & MF 1. Avg bills has been served to the consumer from July 2023 Jan 2024. In June 2023 the KWh reading was 2207 with billing unit 1987 might not be correct & has happen due to improper meter reading by meter readers at that time as per meter SL No 3021591. 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 02.01.2019 to June 2023 by spread over the reading of 2207 with IMR 1 in reference to consumption recorded in meter SL No 3021591 with the daily/monthly actual consumption thereof & for the period from July 2023 to Jan 2024 by taking six-month actual average consumption recorded in new meter SL No TWB1158060 considering the adjustment of previous bill revisions as per law if any.


ORDER

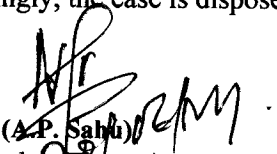
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.


1. The Opposite Party is directed to revise the bill for the periods from 02.01.2019 to June 2023 by spread over the reading of 2207 with IMR 1 in reference to consumption recorder in meter SL No 3021591 with the daily/monthly actual consumption thereof & for the period from July 2023 to Jan 2024 by taking six-month actual average consumption recorded in new meter SL No TWB1158060 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. Sahu)
 Member (Finance)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017


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

1. Tikeswar Kisan, At-Chandiposi , Po-Parposi, 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: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”.)