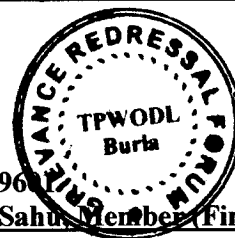


**Grievance Redressal Forum
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, 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)/ 2/10 (4)

Date: 30/10/2024

Present:

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

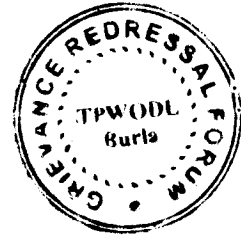
1	Case No.	BRL/645/2024																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Jahami Kujur C/O-Tebisiyas Ekka At-Durijungle, Po-Parposi Ps-Laimura Dist-Deogarh		4141-1589-0019	9861724849																																
3	Respondent/s	S.D.O (Elect),Deogarh			Division D.E.D, TPWODL, Deogarh																																
4	Date of Application	11.09.2024																																			
5	In the matter of-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>√</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand / Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment & apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply & GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection & equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>X</td> </tr> <tr> <td colspan="4">15. Others (Specify) -X</td> </tr> </table>				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			
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6	Section(s) of Electricity Act, 2003 involved																																				
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8	Date(s) of Hearing	11.09.2024																																			
9	Date of Order	30/10/24																																			
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- Jahami Kujur
C/O-Tebisiyas Ekka

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



GRF Case No- BRL/645/2024

Jahami Kujur
C/O-Tebisiyas Ekka
At-Durijungle, Po-Parposi
Ps-Laimura
Dist-Deogarh
Consumer No-4141-1589-0019

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Tebisiyas Ekka on behalf of Jahami Kujur has appeared in the hearing on Dt. 11.09.2024 at the camp held at ESO Office, Tileibani and submitted a written complaint wherein he has stated about billing dispute & requested to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from April 2010 to Aug-2024, a PVR carried out on Dt. 15.09.2024 & written statement 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 of 0.11KW with date of initial power supply on Dt.09.04.2010 through meter SL No 810696 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. The complainant has been served the bill from date of power supply to Jan 2013 being a KTJ consumer & thereafter bills were raised as domestic tariff since Feb 2013 & continued till date, the billing up to July 2015 seems to be correct with KWh reading of 1331 in the above meter. The billing from Dec 2016 to March 2016 & Oct 2016 to Jan 2017 is very absurd and ambiguous which are not believable if the consumption of previous periods to be taken into consideration. Due to such improper billing the arrear has gone up, Further, Avg bill were served from Feb 2017 to Sept 2018. Meanwhile, the meter with SI No LW059891 was affected in billing in Oct-Nov-2018 whose date of installation was 15.11.2018 with IMR 1 as reported by opposite party in its W/S. So, bill revision is required to settle the billing dispute.

Hence it is the opinion of the Forum that the opposite party is liable to recast the reading from date of power supply to Jan 2017 taking KWh 5547 with IMR '0' with reference to consumption recorded in meter SI No 810696 and revise the bill for the period from Feb 2017 to Sept 2018 basing on consumption recorded in meter SI No LW059891 taking six consecutive months consumption with the daily/monthly actual consumption thereof, considering the adjustment of previous bill revisions if any as per law.

President

Grievance Redressal Forum
TPWODL, Burla - 768017

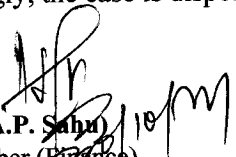
ORDER

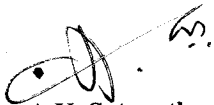
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

1. The Opposite Party is directed to recast the reading from date of power supply to Jan 2017 taking KWh 5547 with IMR '0' with reference to consumption recorded in meter SI No 810696 and revise the bill for the period from Feb 2017 to Sept 2018 basing on consumption recorded in meter SI No. W059891 taking six consecutive months consumption with the daily/monthly actual consumption thereof, considering the adjustment of previous bill revisions if any as per law.
2. The Opposite party is directed not to consider the bill revision for the period revised earlier and adjust the revision as per law/for the period of penalty/in both cases, if any, as applicable as it has 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 benefits of OTS scheme and rebate thereof, if any, as applicable as it has 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 into 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, serve 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 at, 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 30/10/24.
(Co-Opted Member)
Co-opted Member


(A.P. Sahu)
Member (Finance)
Member


A.K. Satapathy
(President)
President

Grievance Redressal Forum
Copy to: **TPWODL, Burla - 768017**

Grievance Redressal Forum
TPWODL, Burla - 768017

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Jahanir Kujur, C/O Tebisiyas Ekka, At-Durijungle, 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".)