

**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)/ 2105⁽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/646/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Arati Pradhan At-Kapasira , Po/Ps-Tileibani Dist-Deogarh		4141-1501-1366	7328864579
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-	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	11.09.2024			
9	Date of Order	29.10.2024			
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- Arati Pradhan
C/O-Hrudanand Bhoi

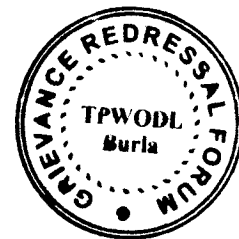
For the Respondent - SDO(Electrical),Deogarh, TPWODL.

GRF Case No- BRL/646/2024

Arati Pradhan
At-Kapasira , Po/Ps-Tileibani
Dist-Deogarh
Consumer No-4141-1501-1366

VRS

SDO(Electrical), Deogarh, TPWODL.



COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Arati Pradhan has appeared in the hearing on Dt. 11.09.2024 at the camp held at ESO Office, Tileibani and submitted a written complaint wherein she has stated about billing dispute- change of name in billing & requested to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from Aug-2023 to July-2024, a PVR carried out on 12.09.2024 and 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-SPP consumer having CD of 0.5KW with date of initial power supply on Dt.21.06.2023 through meter SI No TWSP51002363 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 first bill was generated in Aug 2023 for KWh reading of 21106 with current billing amount of Rs.136208.15. The opposite party has taken steps to replace the mentioned meter by mentioning the meter was defective in FG and install another meter bearing SL No TWSP51048901 on 30.09.2023. The above facts have also declared by opposite party in its W/S. This Forum has gone the billing history from Sept 2023 to July 2024 & found that the monthly consumption was very less & also observed that the billing so raised in Aug 2023 was absolutely incorrect as served basing on the recorded in the defective meter and subsequently the same was replaced by opposite party. In Such situation the bill is required to revise to settle the billing dispute.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill w.r.t Regulation 155 basing on the consumption recorded in meter SI No TWSP51048901 in six consecutive months with its daily/monthly actual consumption thereof, considering the adjustment of previous bill revisions if any as per law.

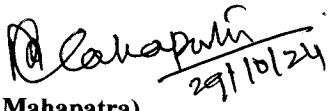
ORDER

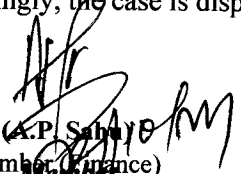
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.


1. The Opposite Party is directed to revise the bill w.r.t Regulation 155 basing on the consumption recorded in meter SI No TWSP51048901 in six consecutive months with its 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
 (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. Arati Pradhan, At-Kapasira, Po/Ps-Tileibani, 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.oierc.org under the "head "Cases-> "GRF".)

