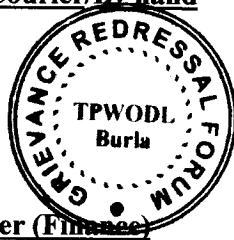


Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: 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)/ 2094(4)

Date: 30.10.2024

Present:

Sri A.K. Satapathy, President

Sri B.Mahapatra (Co-opted Member)

Sri A.P.Sahu Member(Finance)

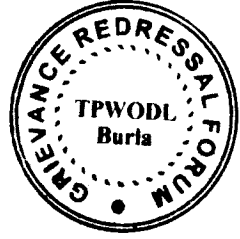
| | | | | | |
|----|--|--|---|--|---------------------------------------|
| 1 | Case No. | BRL/649/2024 | | | |
| 2 | Complainant/s | Name & Address | | Consumer No | Contact No. |
| | | Sridhar Kisan C/O-Mamata Kisan At-Kardakhman, Po-Tileibani Ps-Tileibani Dist-Deogarh | | 4141-1569-0300 | 9438702834 |
| 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- Sridhar Kisan
C/O-Mamata Kisan

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



GRF Case No- BRL/649/2024

Sridhar Kisan
C/O-Mamata Kisan
At-Kardakhman, Po-Tileibani
Ps-Tileibani
Dist-Deogarh
Consumer No-4141-1569-0300
VRS
SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Mamata Kisan on behalf of Sridhar Kisan 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-Abnormal high billing in Dec-Jan 2017 & April-May 2018 & requested to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from Feb 2011 to Aug-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-DOM consumer having CD of 0.11KW with date of initial power supply on Dt.11.12.2010 through meter SI No 826897 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. As reported PVR in W/S by opposite party the meter reader has punched less reading as compare to previous month & raised bill for 663 units in Aug Sept 2016 & also billed for high consumption in Dec Jan 2017 as well as in April May 2018 for units of 4425 & 2220 with KWh reading of 4998 and 7400 respectively and further, the bills so raised during June 2018 to Feb 2020 seems to be incorrect where it is found the KWh reading in Feb 2020 was 8583. PL/Avg bill has been seen during March 2020 to Aug 2020. Meanwhile, the meter with SI No LW480440 was affected in billing in Sept 2020 with IMR '0' & billing are going on meter reading basis. Bill revision is required to settle the billing dispute.

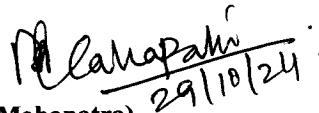
Hence it is the opinion of the Forum that the opposite party is liable to revise the bill through recast the reading for the periods from date of power supply to Feb 2020 as well as PL/Avg bills from March 2020 to Aug 2020 with reference to consumption recorded in meter SI No LW480440 in 6 consecutive months with the daily/monthly actual consumption thereof, considering the adjustment of previous bill revisions if any as per law.

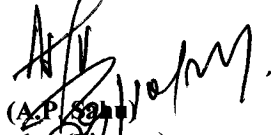
ORDER


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 through recast the reading for the periods from date of power supply to Feb 2020 as well as PL/Avg bills from March 2020 to Aug 2020 with reference to consumption recorded in meter SI No LW480440 in 6 consecutive months 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
(Co-Optimal Member)
Grievance Redressal Forum
TPWODL, Burla - 768017


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


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

1. Sridhar Kisan, C/O-Mamata Kisan, At-Kardakhman, Po-Tileibani, 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.orierc.org under the "head "Cases-> "GRF".)

