

**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)/ 2127 (4)

Date: 30/10/24

Present:

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

1	Case No.	BRL/662/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Dinabandhu Behera At/Po-Bantaribahal Ps-Barkote Dist-Deogarh		4141-1122-0108	8117961678
3	Respondent/s	S.D.O (Elect),Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	12.09.2024			
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	12.09.2024			
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, Barkote, TPWODL, Deogarh

appeared

For the Complainant- Dinabandhu Behera

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



GRF Case No- BRL/662/2024

Dinabandhu Behera

At/Po-Bantaribahal

Ps-Barkote

Dist-Deogarh

Consumer No-4141-1122-0108

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Dinabandhu Behera has appeared in the hearing on Dt. 12.09.2024 at the camp held at ESO Office, Barkote and submitted a written complaint wherein he has stated that "two bill has served in the name of Dinabandhu Behera I am unable to understand which is correct" requested to do the needful for its correction.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from Jan 2002 to Aug-2024, a PVR carried out on Dt.29.10.2024 & written statement has in this case.

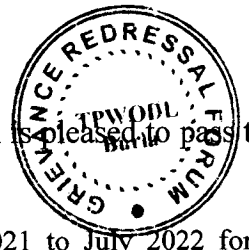
OBSERVATION

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 1KW with date of initial power supply on Dt.20.10.2001 through meter SI No 181577 as seen from FG/Samadhan App which is in running condition and the consumer is using the power supply. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. Another consumer number was generated in the same name with CD of 0.1KW having date of power supply 05.10.1996. Both the consumer number have been allotted to the above complainant belongs to Dantabahal Bar Code. In W/S the opposite party has clearly stated that the consumer numbers-4141 1172 0308 so generated was fictitious and bill generated in favour of consumer wrongly. Some actual bills were seen Jan 2019 to July 2019, vide meter No LW023630 which was updated in billing wrongly but found physically installed in consumer number 4141 1172 0108 which has already been rectified and bill has been stopped since Aug 2019. Billing of consume number 4141 1172 0108 is continuing & bill revision has also been done where found withdrawn an amount of Rs.43021.69 in the month of March 2020. The above complainant was served PI/Avg bills from June 2021 to July 2022. Meanwhile, the meter with SI No TPWDL1050489 was affected in billing in Aug-Sept-2022. 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 June 2021 to July 2022 for Consumer Number 4141 1172 0108 with reference to consumption recorded in meter SI No TPWDL1050489 taking six consecutive months recorded consumption with the daily/monthly actual consumption thereof & withdraw the billing shown as arrear in consumer number 4141 1172 0308 as bills were raised illegally & generated the consumer number ~~fictitious~~ ^{fictitious} as declared by opposite party in its W/S & the payment made in the consumer number 4141 1172 0308 to be transferred & credited to consumer number 4141 1172 0108 considering the adjustment of previous bill revisions if any as per law.

President


ORDER



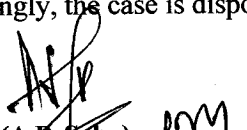
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

1. The Opposite Party is directed to revise the bill for the periods from June 2021 to July 2022 for Consumer Number 4141 1172 0108 with reference to consumption recorded in meter SI No TPWDL1050489 taking six consecutive months recorded consumption with the daily/monthly actual consumption thereof & withdraw the billing shown as arrear in consumer number 4141 1172 0308 as bills were raised illegally & generated the consumer number factiously as declared by opposite party in its W/S & the payment made in the consumer number 4141 1172 0308 to be transferred & credited to consumer number 4141 1172 0108 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.

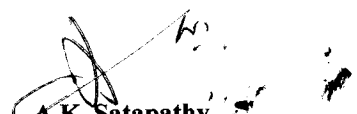
Accordingly, the case is disposed of.


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

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".)