

**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)/ 2128 (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/663/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Anand Minz C/O-Phulamani Minz At/Po-Ambagaon Ps-Barkote Dist-Deogarh		4141-1107-0737	8658942491
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- Anand Minz
Represented by Phulamani Minz

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



GRF Case No- BRL/663/2024

Anand Minz
C/O- Phulamani Minz
At/Po-Ambagaon
Ps-Barkote
Dist-Deogarh
Consumer No-4141-1107-0737

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Phulamani Minz has appeared on behalf of Anand Minz in the hearing on Dt. 12.09.2024 at the camp held at ESO Office, Barkote and submitted a written complaint wherein she has stated about billing dispute & requested to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from April-2019 to July-2024, a PVR carried out on 19.09.2024 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 1KW with date of initial power supply on Dt.10.01.2019 through meter SL No 302224 with IMR 1 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 actual bill for 2305 units with KWh reading of 3709 in Feb 2023 which to be treated as billing of suppressed reading & the earlier bills might not be proper. Further, in Sept 2023 an average bill was served for 7850 units was absolutely wrong. During the mentioned periods the current billing were raised for Rs.14438.23 & 47523.82 respectively. As seen Avg bills were served from March 2023 to Jan 2024. The prayer of opposite party for recast of reading from Sept 2019 to Feb 2023 is not acceptable by this Forum rather it is the feeling of the Forum that the recast to be taken care since the date of initial power supply to Feb 2023 as well as bill revision for the period from March 2023 to Jan 2024. In the meantime, a new meter bearing SI No TWSP51144202 was installed on 10.03.2024 with IMR '0'

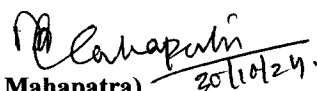
Hence it is the opinion of the Forum that the opposite party is liable to recast the reading for the periods from 10.01.2019 to Feb 2023 with reference to consumption recorded in meter SI No 302224 taking KWh reading of 3709 with IMR as 1 & revise the bill for the period from March 2023 to Jan 2024 considering the six months consecutive consumption recorded in meter SL No TWSP51144202 with its daily/monthly actual consumption thereof, considering the adjustment of previous bill revisions if any as per law.

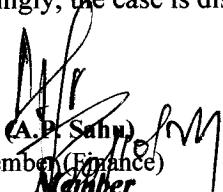
ORDER

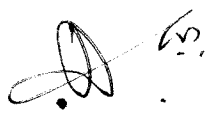
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

1. The Opposite Party is directed to recast the reading for the periods from 10.01.2019 to Feb 2023 with reference to consumption recorded in meter SI No 302224 taking KWh reading of 3709 with IMR as 1 & revise the bill for the period from March 2023 to Jan 2024 considering the six months consecutive consumption recorded in meter SL No TWSP51144202 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 (Opposite)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017


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

1. Anand Minz, C/O- Phulamani Minz, At Po-Ambagaon, Ps-Barkote, 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”.”)