

**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)/ 2125 (4)

Date: 30/10/24

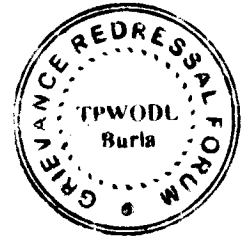
Present:

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

1	Case No.	BRL/665/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sashi Sahu C/O-Lalit Mohan Sahu At/Po-Utunia Dist-Deogarh-768109	4141-1361-1073	7653822471	
3	Respondent/s	S.D.O (Elect),Deogarh		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	13.09.2024			
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	13.09.2024			
9	Date of Order	30/10/24			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

(Signature)
President

**Grievance Redressal Forum
TPWODL, Burla - 768017**



Appeared

For the Complainant- Sashi Sahu
Represented by Lalit Mohan Sahu

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

GRF Case No- BRL/665/2024

Sashi Sahu
C/O- Lalit Mohan Sahu
At/Po-Utunia
Dist-Deogarh
Consumer No-4141-1361-1073

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Lalit Mohan Sahu has appeared on behalf of Sashi Sahu in the hearing on Dt. 13.09.2024 at the camp held at ESO Office, Budhapal and submitted a written complaint wherein he has stated about billing dispute- due to raising of very high consumption bill with 9980 units amounting of Rs.46401.93 in Feb-March 2016 & requested to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from March-2001 to Aug-2024, a PVR carried out on 02.10.2024 and written statement in this case.

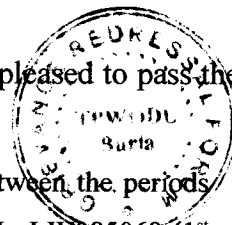
OBSERVATION

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 0.5KW with date of initial power supply on Dt.01.01.1990 without meter & the meter was installed during Feb-March 2004 bearing SL No 1799440 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 billing up to March 2014 was for KWh reading of 2320 & thereafter PI/Avg bills were served up to Jan 2016 & actual bill has been served in Feb-March 2016 for 9980 units with KWh reading of 2300 which was less from previous meter reading 2320 in March 2014 & in its effects rounded up took place in Feb March 2016 and has happen due wrong punching of meter reading as accepted by opposite party in its W/S and the above billing to be treated as wrong in nature. So the bill March 2016 was absolutely wrong & thereafter PI/Avg bills continued up to July 2023 & actual in Aug 2023 for KWh reading of 2059 with billing unit 1004 in the mentioned meter. As per PVR the meter SI No LW085069 is continuing in the premises of the consumer which was installed on 10.12.2018 with IMR 1 as reported by opposite party in W/S. The KWh reading on 02.10.2024 in meter No LW085069 was 2835 KWh i.e. the consumption between the periods 10.12.2018 to 02.10.2024 is to be taken as 2835 KWh with IMR 1 & the bill revision for the period from April 2014 to March 2016 for rectification of the bill.

Hence it is the opinion of the Forum that the opposite party is liable to recast the reading of 2835 KWh with IMR 1 in between the periods from 10.12.2018 to 02.10.2024 with reference to consumption recorded in meter SI No LW085069 (1st instance) & revise the bill for the periods from April 2014 to March 2016 basing on the Actual Average consumption so derived in in 1st instance with the daily/monthly actual consumption thereof, considering the adjustment of previous bill revisions if any as per law.


ORDER

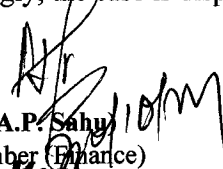
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.




1. The Opposite Party is directed to recast the reading of 2835 KWh with IMR 1 in between the periods from 10.12.2018 to 02.10.2024 with reference to consumption recorded in meter SI No LW085069 (1st instance) & revise the bill for the periods from April 2014 to March 2016 basing on the Actual Average consumption so derived in in 1st instance 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-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. Sashi Sahu, C/O- Lalit Mohan Sahu, At/Po-Utunia, 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.orienc.org under the "head "Cases-> "GRF".)