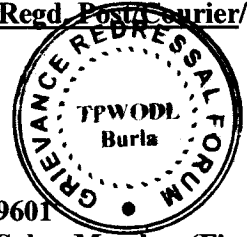


Grievance Redressal Forum

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.Satpathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)



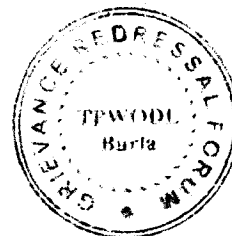
Ref: GRF/Burla/Div/SED/ (Final Order)/ 2121 (4)

Date: 30/10/24

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

1	Case No.	BRL/746/2024																																			
2	Complainant/s	Name & Address Braja Bihari Sahu At/Po-Goshala Chowk, Dist- Sambalpur.		Consumer No 4118-3303-0867	Contact No. 8328826040																																
3	Respondent/s	SDO (E) Hiraakud, TPWODL, Sambalpur			Division S.E.D, TPWODL, Sambalpur																																
4	Date of Application	22.10.2024																																			
5	In the matter of-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>✓</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand / Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment & apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply & GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection & equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>X</td> </tr> <tr> <td colspan="4">15. Others (Specify) -X</td> </tr> </table>				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			
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8	Date(s) of Hearing	22.10.2024																																			
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, Chipilima, TPWODL, Sambalpur.



Appeared

For the Complainant- Braja Bihari Sahu

For the Respondent - SDO(Elect.) Hirakud, TPWODL.

GRF Case No- BRL/746/2024

(1) Braja Bihari Sahu
At/Po- Goshala Chowk,
Dist- Sambalpur
Consumer No.- 4118-3303-0867

COMPLAINANT

VRS

(1) SDO(Elect.), Hirakud, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Braja Bihari Sahu bearing Consumer No **4118-3303-0867** under SED, TPWODL, Sambalpur stated about bill to be revised as per current meter readings.

Hence, the Complainant prayed before the Forum to consider the case for revision/rectification.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has not submitted any relevant documents in this case.

OBSERVATION

The case is pursued with all documents available in records (FG data base and Samadhan App) and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-GP consumer having CD 1kw with initial date of p/s 10.08.2020 through meter sl. no."WLT208141" as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in gist of the case. During the verification it is seen that PL bills were served from Aug'2020 to Feb'2023 and zero units billing from Apr'2023 to Oct'2023 where found actual bills were going on since Feb'2024 to till date and in Jan'2024 the kwh reading was "1841" with billing of same units where found served the current bill for Rs 14,088.06/-In Sep'2024, the bill was served for "224"units with kwh readings of "2026". In such situation, the Forum feels that the billings from the date of p/s (10.08.2020) to 23.01.2024(Dec'2023) where not done in accordance to the regulation as per meter reading time to time. Further, it is also observed that the p/s was LD since Apr'2023 to Oct'2023 in FG. To settle the billing dispute bill revisions are required.

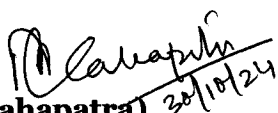
Hence, the Forum is in the opinion that the Opposite party is liable to recast the billing by spread, over the kwh readings "1841" with IMR as "o" with reference to consumption recorded in meter sl. no."WLT208141" with the daily/monthly actual average consumption thereof except the LD periods from Apr'2023 to Oct'2023.

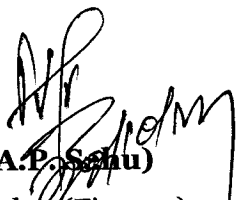
ORDER


Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:

- 1. The Opposite Party is directed to recast the bill of the consumer by spread over the kwh readings "1841" with IMR as "o" with reference to consumption recorded in meter sl. no." WLT208141" with the daily/monthly actual average consumption thereof except the LD periods from Apr'2023 to Oct'2023.*

2. The Opposite party is directed not to consider the bill revision for the period already revised earlier and adjust the revision as per law/for the period of penalty/in both cases if any as applicable as 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 OTS scheme and rebate thereon if any as applicable as 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 in to 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, served 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, 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) 20/10/24
(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. Satpathy)
President
President
Grievance Redressal Forum
TPWODL, Burla - 768017

- Copy to:** - (1) Braja Bihari Sahu, At/Po- Goshala Chowk, Dist- Sambalpur.
(2) Sub-Divisional Officer (Elect.) Hirkud, TPWODL with the direction to serve one copy of the order to the Complainant/Consumer.
(3) Executive Engineer (Elect.), SED, TPWODL, Sambalpur.
(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 Forum."

This Order can be accessed on OERC website, www.orierc.org under the "head "Cases->"GRF".