

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

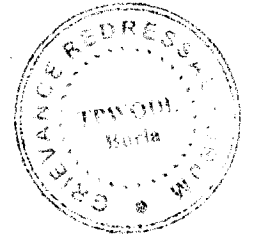
Ref: GRF/Burla/Div/DED/ (Final Order)/ 2168(4)

Date: 30/11/2024

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

1	Case No.	BRL/750/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Jayanti Patra At- Jharmunda, Po-Parposi, Dist- Deogarh-768109		4141-1520-0477	8249432595
3	Respondent/s	SDO(Electrical), Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	23.10.2024			
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	23.10.2024			
9	Date of Order	29/11/24			
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- Jayanti Patra

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

GRF Case No- BRL/750/2024

COMPLAINANT

(1) Jayanti Patra
At- Jharmunda,
Po-Parposi
Dist- Deogarh-768109.
Consumer No.- 4141-1520-0477

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Jayanti Patra bearing Consumer No **4141-1520-0477** under DED, TPWODL, Deogarh stated about billing dispute due to raising of high consumption bill.

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

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted w/s dtd.19.11.2024, PVR dtd.27.10.2024 and ledger copy for the period from Jan'2020 to Sep'2024 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-domestic consumer having CD 1kw with initial date of p/s 10.12.2019 through meter sl. no."3020887" as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in the gist of the case. Actual bills have been served to the complainant upto Apr'2023. As observed from the w/s the opposite party the average/PL bills raised from Jul'2023 to Nov'2023 has already been revised and withdrawn an amount of Rs 33,075.94/- but it is seen that the average bills were served to the complainant from Mar'2024 to May'2024. A new meter bearing sl. no." TWSP1729822" was installed on 28.06.2024 with IMR as "o" and the p/s was disconnected due to non-payment of bill on 11.09.2024. It is seen that due to wrong punching of CMR "4028" kwh bill has raised for "3074" unit with billing amount more than Rs 19,000/- seems to be improper. The actual bill served in Feb'2024 kwh reading of "1548" as recorded in meter sl. no." 3020887". So, bill revision is required to settle the billing dispute.

Hence, the Forum is in the opinion that the Opposite party is liable to spread over kwh reading in between the periods from May'2023 to Feb'2024 with reference to consumption recorded in meter sl. no."3020887" taking IMR as "954" kwh in May'2023 and FMR as "1548" kwh in Feb'2024 and also revise the bill for the period from Mar'2024 to May'2024 considering actual consumption in 06 consecutive months in meter sl. no." TWSP1729822" with the daily/monthly actual average consumption thereof with adjustment of earlier bill amount according to accounting principle and law in force.

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 revise the bill of the consumer by spread over kwh reading in between the periods from May'2023 to Feb'2024 with reference to consumption recorded in meter sl. no."3020887" taking IMR as "954" kwh in May'2023 and FMR as "1548" kwh in Feb'2024 and also revise the bill for the period from Mar'2024 to May'2024 considering actual consumption in 06 consecutive months in meter sl. no." TWSP1729822" with the daily/monthly actual average consumption thereof with adjustment of earlier bill amount according to accounting principle and law in force..
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)

(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) Jayanti Patra, At- Jharmunda, Po-Parposi, Dist- Deogarh-768109.
(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".