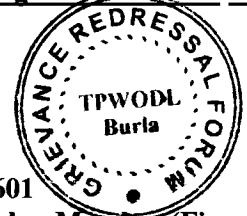


Grievance Redressal Forum

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/DED/ (Final Order)/ 2294(4)

Date: 31/12/24

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

1	Case No.	BRL/751/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Hemanta Chhatrria At/Po-Dimirikuda, Ps-Laimura, Dist- Deogarh.		4141-1517-0734	8280162114
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	31/12/24			
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- Hemanta Chhatria

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



GRF Case No- BRL/751/2024

(1) Hemanta Chhatria
At/Po-Dimirikuda,
Ps-Laimura,
Dist- Deogarh.
Consumer No.- 4141-1517-0734

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Hemanta Chhatria bearing Consumer No **4141-1517-0734** under DED, TPWODL, Deogarh stated about billing dispute.

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.28.10.2024 and ledger copy for the period from May'2019 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 20.02.2019 through meter sl.no."3019666" as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in the gist of the case. The complainant has been served actual/PL bills with PL adjustments upto billing month Feb'2024 but in Mar'2024 the opposite party raised bill for "3121" units having kwh reading "4938" was a suspicious reading where it is seen that in w/s the opposite party has also declared the reading was abnormal as the meter reader punched the reading wrongly. However, it is seen that the opposite party has already been revised the bill and given credit for Rs 24,031.33/- on 31.10.2024 and debit for Rs 5,843/- and hence net credit of Rs 18,188.10/- has already been allowed to the consumer by opposite party for rectification of the wrong bill. So, the billing upto Mar'2024 has already been corrected by opposite party. But, PL/Avg. bills were served to the complainant from Apr'2024 to onward periods with high billing units and also found that the p/s was disconnected on 18.10.2024 due to non-payment as declared by opposite party in its w/s. As observed from meter reading in FG, the meter declared as defective since Aug'2024. So, the bill revision is required to settle the billing dispute.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill for the period from Apr'2024 to up to date after replacement of the old meter by installing a new meter taking consecutive 06months consumption of new meter with its daily/monthly actual average consumption.


President


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

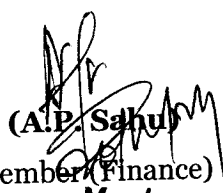
ORDER


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 for the period from Apr'2024 to up to date after replacement of the old meter by installing a new meter taking consecutive 06months consumption of new meter with its daily/monthly actual average consumption.
2. 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.
3. The Opposite Party is directed to collect the revised bill amount.
4. 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.
5. **Opposite party is directed to submit the compliance report to this Forum within 07 (Seven) months 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) Hemanta Chhatra, At/Po-Dimirikuda, Ps-Laimura, 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".