

**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)

Date: 30/11/2024

Ref: GRF/Burla/Div/DED/ (Final Order)/ 2171 (4)

Present:

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

1	Case No.	BRL/755/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Agasti Naik C/o-Arun Naik At/Po-Hadamunda, Tileibani Dist- Deogarh-768119.		4141-1561-0980	8480855990
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

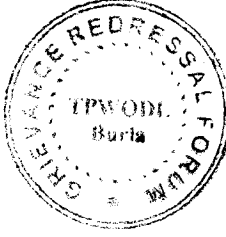
For the Complainant- Agasti Naik
Represented by Arun Naik

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

GRF Case No- BRL/755/2024

(1) Agasti Naik
At/Po-Hadamunda, Tileibani
Dist- Deogarh
Consumer No.- 4141-1561-0980

COMPLAINANT



VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Agasti Naik bearing Consumer No **4141-1561-0980** represented by Arun Naik under DED, TPWODL, Deogarh and stated about billing dispute.

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

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted its w/s on dtd.19.11.2024, PVR dtd.23.10.2024 and ledger copy for the period from Feb'2011 to Jul'2023 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 has observed that the complainant is a LT-KTJ consumer having CD 0.11kw with initial date of p/s 02.12.2010 with meter sl. no."814595" as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in the gist of the case. The wrong bill has been generated during Nov-Dec'2016 due to wrong punching of meter reading which was less than previous reading and accordingly the completion of round took place for billing units of "8981". Further, it is also seen that in Mar-Apr'2017 the suppressed reading has been billed for units of "1589" with kwh reading of "2346". On scrutiny it is found that PL/Avg. bills were served to the complainant from Mar'2019 to Oct'2021. Meanwhile, meter sl. no." WHL020640" was reflected in billing in Nov-Dec'2021 and it continuing. As reported by opposite party the p/s was disconnected due to non-payment of electricity dues on 19.07.2023 and reconnected on 13.11.2024. So, bill revision is required to settle the billing dispute.

Hence, the Forum is in the opinion that the Opposite party is liable to recast the reading from the date of p/s to Apr'2017 taking kwh reading as "2346" with IMR as "0" with reference to consumption recorded in meter sl. no." 814595" and revise the bill for the period from Nov'2019 to Oct'2021 taking 06 consecutive months consumption in meter sl. no." WHL020640" with the daily/monthly actual average consumption thereof with adjustment of earlier bill amount according to accounting principle and law in force.


President
Grievance Redressal Forum
TPWODL, Burla - 768017

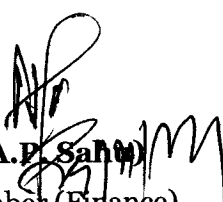
ORDER


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 recast the reading from the date of p/s to Apr'2017 taking kwh reading as "2346" with IMR as "o" with reference to consumption recorded in meter sl. no." 814595" and revise the bill for the period from Nov'2019 to Oct'2021 taking 06 consecutive months consumption in meter sl. no." WHLo20640" 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. Sahoo)
Member (Finance)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017


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

- Copy to:** - (1) Agasti Naik, At/Po-Hadamunda, Tileibani, Dist- Deogarh-768119.
(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".