

**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)/ 2167 (41)

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/759/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Braja Mohan Dehury C/o- Nabin Ch. Dehury At-Salohi, Po/Ps-Laimura Dist- Deogarh-768108.		4141-1505-0028	8847838697
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- Braja Mohan Dehury
Represented by Nabin Ch. Dehury
For the Respondent - SDO(Elect.), Deogarh, TPWODL.

GRF Case No- BRL/759/2024

COMPLAINANT

(1) Braja Mohan Dehury
At-Salohi,
Po/Ps-Laimura
Dist- Deogarh-768108
Consumer No.- 4141-1505-0028

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Braja Mohan Dehury bearing Consumer No 4141-1505-0028 represented by Nabin Ch. Dehury 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.27.10.2024 and ledger copy for the period from Apr'2010 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 10.03.2010 with meter sl. no."964886" as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in the gist of the case. The opposite party has effected the bill revision sundry in Feb-Mar'2018 for Rs 18,237/- and found to be ok. In Nov-Dec'2019 due to wrong punching of meter reading less than previous reading and billed for "214" units and thereafter served billing unit for "1336" with kwh reading "1337" in meter sl. no." WLToo6849" it was reflected in billing in Apr-May'2017. During hearing, the complainant has stated that there was a high abnormal billing during the year 2022-2023 but seen that bills were raised on actual meter reading basis and in later part since May'2023 to Jul'2023 the consumption units were very less. The opposite party has already been revised the bill for the period from Dec'2019 to Oct'2020 and withdrawn an amount of Rs 10,638.99/-. It is observed that PL/Avg. bills were served from Oct'2014 to Mar'2017. As the complainant has disputed the meter reading recorded in meter sl. no." WLToo6849" for the period from Sep'2022 to Apr'2023 and hence needs testing of meter on deposit of testing fees by the complainant. An interim order has been issued during hearing at site with the direction reconnection of the p/s taking payment of Rs 10,000/- and the complainant has also paid the same on 23.10.2024. Hence, the interim order is replaced on issue of this order. So, bill revision is required to settle the billing dispute.


President
Grievance Redressal Forum
TPWODL, Baria - 768017

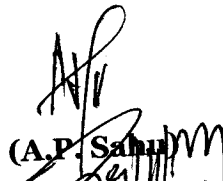
Hence, the Forum is in the opinion that the Opposite party is liable to recast the reading from Apr-May'2017 to Oct'2020 taking kwh reading as "1337" with IMR as "1" with reference to consumption recorded in meter sl. no." WLToo6849" (1st) and revise the bill for the period from Apr'2015 to Mar'2017 as per actual average consumption so derived in 1st instance and for the period from Sep'2022 to Apr'2023 with reference to testing report of the meter bearing sl. no." WLToo6849" 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 recast the reading from Apr-May'2017 to Oct'2020 taking kwh reading as "1337" with IMR as "1" with reference to consumption recorded in meter sl. no." WLToo6849" (1st) and revise the bill for the period from Apr'2015 to Mar'2017 as per actual average consumption so derived in 1st instance and for the period from Sep'2022 to Apr'2023 with reference to testing report of the meter bearing sl. no." WLToo6849" 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.**


(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) Braja Mohan Dehury, At-Salohi, Po/Ps-Laimura, Dist- Deogarh-768108.
(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.oriarc.org under the "head "Cases->"GRF".