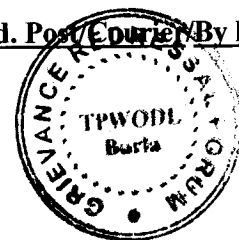


Grievance Redressal Forum

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)/ 2172 (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/768/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Markanda Naik C/o-Dillip Kumar Naik At- Dudhianali, Po-Gohira Damsite, Ps-Reamal, Dist- Deogarh.		4141-1503-0353	
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- Markanda Naik

Represented by Dillip Kumar Naik

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



GRF Case No- BRL/768/2024

(1) Markanda Naik

At- Dudhianali,

Po-Gohira Damsite,

Ps-Reamal

Dist- Deogarh

Consumer No.- 4141-1503-0353

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Markanda Naik bearing Consumer No **4141-1503-0353** represented by Dillip Kumar Naik 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.25.11.2024 and ledger copy for the period from Jun'2014 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 30.05.2014 through meter sl. no. "WESCO9150399" as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in the gist of the case. Abnormal bill has been served in Sep-Oct'2016 due to wrong punching of meter reading less to previous meter reading hence round completion took place with billing unit "8108" where it is found that in Mar-Apr'2017 the kwh reading was "2954" with billing unit "2299" and further it is seen that high billing in Feb-Mar'2019 has been done with completion of round. All these bills were found to be abnormal and incorrect and also PL/Avg. bills were served to the complainant from Jan'2023 to Oct'2023. In the meantime, a new meter bearing sl. no. "TWNX502974" was installed on 11.11.2023 with IMR as "0". So, bill revision is required to settle the billing dispute.

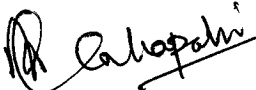
Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill by spreading over kwh reading of "2954" kwh with IMR as "1" between date of p/s and Apr'2017 with reference to consumption recorded in meter sl. no. "WESCO9150399" and should revise the bill for the period from Nov'2017 to Oct'2019 by taking IMR as "56" kwh in Dec'2023 and FMR as "501" kwh in May'2024 in meter sl. no. "TWNX502974" 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 spreading over kwh reading of "2954" kwh with IMR as "1" between date of p/s and Apr'2017 with reference to consumption recorded in meter sl. no. "WESCO9150399" and should revise the bill for the period from Nov'2017 to Oct'2019 by taking IMR as "56" kwh in Dec'2023 and FMR as "501" kwh in May'2024 in meter sl. no. "TWNX502974" 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. Satpathy)
Member (Finance)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017


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

- Copy to:** - (1) Markanda Naik, At- Dudhianali, Po-Gohira Damsite, Ps-Reamal, 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".