

**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)/ 2293 (4)

Date: 31/12/24

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

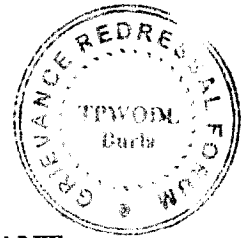
1	Case No.	BRL/769/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Kishori Jayapuria At-Kanteikoli, Po-Gohira Damsite, Ps-Realmal, Dist- Deogarh-768121.		4141-1509-0801	9668379086
3	Respondent/s	SDO(Electrical), Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	23.10.2024			
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- Kishori Jayapuria

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



GRF Case No- BRL/769/2024

COMPLAINANT

(1) Kishori Jayapuria
At-Kanteikoli,
Po-Gohira Damsite,
Ps-Reamal
Dist- Deogarh.
Consumer No.- 4141-1509-0801

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Kishori Jayapuria bearing Consumer No **4141-1507-0801** under DED, TPWODL, Deogarh has 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.25.10.2024 and ledger copy for the period from Jun'2010 to Jul'2023 in this case.

OBSERVATION

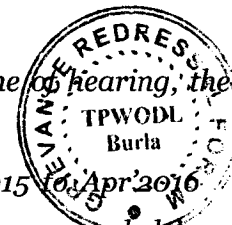
The case is pursued with all documents available in records (FG data base and Samadhan App) and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-Domestic consumer having CD 0.11kw with initial date of p/s 07.04.2010 through meter sl/no "813524" as seen 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 bill in Aug'2015 with adjustment of PL bills time to time and PL/Avg. bills from Sep'2015 to Feb'2016 where it is found that actual bill was served in Mar-Apr'2016 with kwh reading of "1898" with billing unit "1898" was incorrect. Further, it is also seen that PL/Avg. bills were served from Jul'2016 to Oct'2018 with high units of billing as compared to the consumption. Although, the meter sl. no." LWO61542" (installed on 15.10.2018 with IMR "1") was in billing since Nov-Dec'2018 but Avg./PL bills were served to the complainant upto Jan'2021 and in Feb-Mar'2021 the kwh reading was "434". So, required bill revision to settle billing dispute.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill for the period from Sep'2015 to Apr'2016 taking IMR as "1485" kwh and FMR as "1898" with reference to consumption recorded in meter Sl No "813524" (1st) and also revise the bill for the period from 15.10.2018 to Mar'2021 taking IMR as "1" kwh & FMR as "434" kwh with reference to consumption recorded in meter Sl No "LWO61542"(2nd) with the daily/monthly actual average consumption thereof as well as for the period from Jan'2017 to Dec'2018 as per the actual average consumption so derived in 2nd instance, considering the adjustment of previous bill revisions if any as per law.


President
Grievance Redressal Forum
TPWODL, Burla - 768017

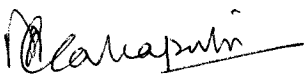
ORDER

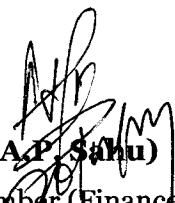
Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:




1. The Opposite Party is directed to revise the bill for the period from Sep'2015 to Apr'2016 taking IMR as "1485" kwh and FMR as "1898" with reference to consumption recorded in meter Sl No "813524" (1st) and also revise the bill for the period from 15.10.2018 to Mar'2021 taking IMR as "1" kwh & FMR as "434" kwh with reference to consumption recorded in meter Sl No "LW061542" (2nd) with the daily/monthly actual average consumption thereof as well as for the period from Jan'2017 to Dec'2018 as per the actual average consumption so derived in 2nd instance, considering the adjustment of previous bill revisions if any as per law.
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)
Grievance Redressal Forum
TPWODL, Burla - 768017


(A.P. Sahu)
Member (Finance)
Grievance Redressal Forum
TPWODL, Burla - 768017


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

- Copy to:** - (1) Kishori Jayapuria, At-Kanteikoli, 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) or Odisha Electricity Regulatory Commission, At-Plot No.04, Chunokoli, Sailashree Vihar, Bhubaneswar-751021 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".