

**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)/ 2278 (4)

Date: 31/12/24

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

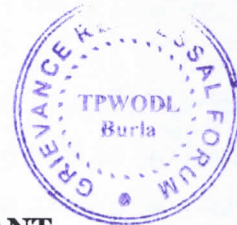
1	Case No.	BRL/770/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Gokula Sahu At-High School Sahi(Tarang) Po-Tarang, Ps-Reamal, Dist- Deogarh-768109.		4141-1214-1469	9777179877
3	Respondent/s	SDO(Electrical), Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	24.10.2024			
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	24.10.2024			
9	Date of Order	31/12/24			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Appeared

For the Complainant- Gokula Sahu

Represented by Ainthia Sahu

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



GRF Case No- BRL/770/2024

(1) Gokula Sahu
At-High School Sahi(Tarang)
Po-Tarang,
Ps-Reamal,
Dist- Deogarh-768109.
Consumer No.- 4141-1214-1469

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Gokula Sahu bearing Consumer No **4141-1214-1469** represented by Ainthia Sahu under DED, TPWODL, Deogarh stated about billing dispute due to raising of high consumption/average bills from beginning upto Apr'2019 and from Sep'2019 to Nov'2020.

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. 14.11.2024 and ledger copy for the period from Aug'2018 to Oct'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 15.06.2018 with billing status disconnected but found actual billing is going on as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in the gist of the case. PL/Avg. bills were served from date of p/s to Apr'2019 as the p/s was effected without meter. The meter sl. no."LW111351" was in billing since May'2019 and installed on 17.04.2019 with IMR as "1" and continuing with actual reading upto May'2022 and bills were served with adjustment of PL bills. Further, it is seen that PL/Avg. bills were served from Jun'2022 to Jan'2024 and a new meter was in billing in Feb'2024 with meter sl. no."TWB130283".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 for the period from the date of p/s to Apr'2019 considering recorded consumption in meter bearing Sl No "LW111351" taking IMR as "30"kwh in Jun'2019 and FMR as "1282"kwh in Jan'2021 and further for the period from Jun'2022 to Jan'2024 considering recorded consumption in meter bearing Sl No "TWB130283" taking IMR as "29"kwh in Apr'2024 and FMR as "563"kwh in Sep'2024 with the daily/monthly actual average consumption thereof, considering the adjustment of previous bill revisions if any as per law.

President

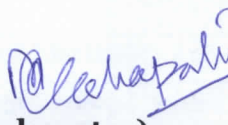
**Grievance Redressal Forum
TPWODL, Burla - 768017**


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 the date of p/s to Apr'2019 considering recorded consumption in meter bearing Sl No "LW111351" taking IMR as "30" kwh in Jun'2019 and FMR as "1282" kwh in Jan'2021 and further for the period from Jun'2022 to Jan'2024 considering recorded consumption in meter bearing Sl No "TWB130283" taking IMR as "29" kwh in Apr'2024 and FMR as "563" kwh in Sep'2024 with the daily/monthly actual average consumption thereof, 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)
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
Grievance Redressal Forum
TPWODL, Burla - 768017

- Copy to:** - (1) Gokula Sahu, At-High School Sahi(Tarang), Po-Tarang,, Ps-Reamal, Dist- Deogarh-768109.
(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".