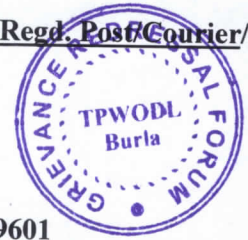


**Grievance Redressal Forum
TPWODL, BURLA**

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)



Ref: GRF/Burla/Div/DED/ (Final Order)/ 2265 (4)

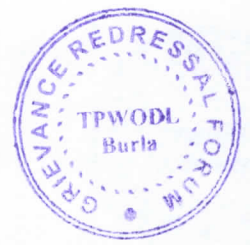
Date: 31/12/24

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

1	Case No.	BRL/771/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Surendra Pradhan At/Po-Dushagharia, Ps-Reamal, Dist- Deogarh-768109.		4141-1214-0187	7681811559
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			

President

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



Heard

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

GRF Case No- BRL/771/2024

(1) Surendra Pradhan
At/Po-Dushagharia,
Ps-Reamal,
Dist- Deogarh-768109.
Consumer No.- 4141-1214-0187

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Surendra Pradhan bearing Consumer No **4141-1214-0187** under DED, TPWODL, Deogarh stated about billing dispute – High consumption bill raised during the year 2012 and average billings from Jun'2016 to Dec'2018 which has elevated the outstanding position.

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. 13.11.2024 and ledger copy for the period from Jan'2009 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 25.09.2008 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 already been revised the bill upto billing month Mar'2012 and withdrawn an amount of Rs 28,779/- and withdrawn the PL bill was raised in May'2012 on serving actual bill in Jul'2012 hence found correction of bill upto Jul'2012. In the month of Aug-Sep'2013 an amount of Rs 10,258/- has already been withdrawn from billing where found the outstanding was Rs 9,949.16/- and thereafter billings were raised with actual basis upto May'2016 with adjustment of PL bills and found ok billing upto May'2016. Since, Jun'2016 to Dec'2018 average billings were served to the complainant. Meanwhile, meter sl. no. "LW113789" was installed on 11.12.2018 with IMR as "0". The opposite party has also revised the bill from Dec'2018 to Nov'2022(11.12.2018 to 16.12.2022) and withdrawn an amount of Rs 869.05/- towards delay meter updating. 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 Dec'2016 to Nov'2018 considering recorded consumption in meter bearing Sl No "LW113789" taking subsequent 06months actual meter reading 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

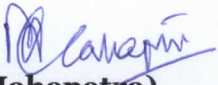
ORDER

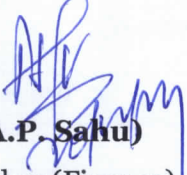
Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:

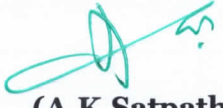


1. The Opposite Party is directed to revise the bill for the period from Dec'2016 to Nov'2018 considering recorded consumption in meter bearing Sl No "LW113789" taking subsequent 06 months actual meter reading with the daily/monthly actual average consumption thereof, considering the adjustment of previous 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) Surendra Pradhan, At/Po-Dushagharia, 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".