



**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)/ 2263 (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/773/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Dinesh Hasa At- Ratakhandi, Po-Tarang, Ps-Reamal, Dist- Deogarh-768109.		4141-1217-1447	
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			

Place of Camp: ESO Office, Reamal, TPWODL, Deogarh.



Appeared

For the Complainant- Dinesh Hasa

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

GRF Case No- BRL/773/2024

COMPLAINANT

- (1) Dinesh Hasa
At- Ratakhandi,
Po-Tarang,
Ps-Reamal,
Dist- Deogarh-768109.
Consumer No.- 4141-1217-1447

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Dinesh Hasa bearing Consumer No **4141-1217-1447** under DED, TPWODL, Deogarh stated about billing dispute – Abnormal high consumption in the month of Nov-Dec'2021. PL/Avg. bills charged on defective meter Jul'2022 to Jul'2023.

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 Oct'2019 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 28.08.2019 through meter sl. no."4173772" as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in the gist of the case. The above complainant has been served actual bills upto Aug'2021 with kwh reading of "191". In Nov-Dec'2021, the kwh reading was "2800" with billing unit "2609" and in Jun'2022 the kwh reading was "3181" with billing unit "381" and thereafter PL/Avg. bills were served from Jul'2022 to Jul'2023. In the meantime, the meter SL No TW02084669 was effected in billing in Aug'2023 which was installed on 07.09.2023 with IMR as "0". This Forum has gone through the consumption pattern from date of p/s to Aug'2021 as well as Aug'2023 to Nov'2024 and seen that there was less consumption as compared to billing during Nov'2021 to Jul'2023. The opposite has also admitted in its w/s that there was abnormal billing in Nov-Dec'2021 and accordingly revised the bill as well as withdrawn an amount of Rs 5006.78/- (Credited for Rs 12,551.14/- and debited for Rs 7,544.36/- on 28.09.2024 and 17.09.2024 respectively). However, the Forum believes that the relief so given through revision is some way not acceptable and basing on the consumption of both periods as mentioned earlier declared billing from Nov'2021 to Jul'2023 were not proper and needs revision.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill for the period from Nov'2021 to Jul'2023 basing on the recorded consumption in meter bearing SL No TW02084669 taking IMR as "16" kwh in Dec'2023 and FMR as "44" kwh in My'2024 with the daily/monthly actual consumption thereof, considering the adjustment of previous bill revisions following accounting principle and as per law.

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 Nov'2021 to Jul'2023 basing on the recorded consumption in meter bearing SL No TWo2084669 taking IMR as "16" kwh in Dec'2023 and FMR as "44" kwh in My'2024 with the daily/monthly actual consumption thereof, considering the adjustment of previous bill revisions following accounting principle and 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) Dinesh Hasa, At- Ratakhandi, 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".