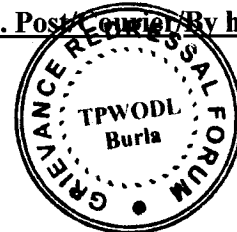


By Regd. Post/Courier/By hand



**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/JED/ (Final Order)/ 2161(4)

Date: 30/11/2024

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

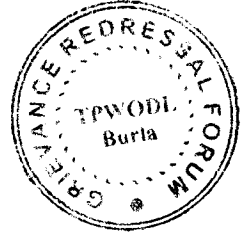
1	Case No.	BRL/783/2024																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Khirode Seth C/O-Sunil Seth At/Po-Sandhuriam Dist- Jharsuguda Pin-768215		4135-2812-0162	8018226060																																
3	Respondent/s	SDO-II(E), JED, TPWODL, Jharsuguda			Division J.E.D, TPWODL, Jharsuguda																																
4	Date of Application	13.11.2024																																			
5	In the matter of-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>✓</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand / Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment & apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply & GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection & equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>X</td> </tr> <tr> <td colspan="4">15. Others (Specify) -X</td> </tr> </table>				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			
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6	Section(s) of Electricity Act, 2003 involved																																				
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8	Date(s) of Hearing	13.11.2024																																			
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, Laikera, TPWODL

Appeared

For the Complainant- Khirod Seth
Represented by Sunil Seth

For the Respondent - SDO(Electrical)-II, JED, Jharsuguda, TPWODL



GRF Case No- BRL/783/2024

Khirod Seth
C/O- Sunil Seth
At/Po-Sandhuriam
Dist-Jharsuguda
Consumer No-4135-2812-0162

VRS

SDO(Electrical)-II, JED, Jharsuguda, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sunil Seth has appeared on behalf of Khirod Seth in the hearing on Dt. 13.11.2024 at the camp held at ESO Office, Laikera and submitted a written complaint wherein he has stated about that "bills were not received for last four years, application was submitted to SDO(Elec) Concern for revision and approach to revise the high bill of Rs.63000.00 and to withdraw of Rs.55000.00 from the billing which was not yet done" & hence, requested to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has not submitted any relevant document except W/S by SDO-II, JSG in this case.

OBSERVATION

The case is pursued with all documents available in records submitted by the complainant and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-DOM consumer having CD of 1.5KW with date of initial power supply on Dt.09.09.2011 through meter SI No 4777330 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. First bill has been served in April 2023 as seen from FC levied. Actual bill has been served up to Oct 2015 with KWh reading of 8790 with billing unit 7810 & billing amount of Rs.43674.24 in meter SL No 4777330. Further, it is seen that the KWh reading was 918 in March April 2016 with billing unit 2128 with current billing amount Rs.11507.87. In billing it is seen the opposite party has declared the tariff as KTJ up to March April 2016 but bill in another tariff & also shown as round complete. It is seen that the consumption from April 2016 to Aug 2018 was below 30 units under KTJ category. As observed, the bills so served in Jan Feb 2016 seems as abnormal & incorrect & has happened due to improper meter reading may be called as table reading which were put in billing without field visit & taking meter reading. The SDO in its W/S has declared that the above reading was wrong & the monthly consumptions around 30 to 40 units. It is also seen that the above complainant has been served PL/Avg bills for the period from Sept Oct 2018 to Jan 2020 and April 2022 to Feb 2023. Meanwhile, the meter with SI No LW372825 was affected in billing in Feb 2020. & the meter SI No TW02039432 was also effected in billing in Feb 2023. So, revision is required to settle the billing dispute.


Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from date of power supply to Aug 2018 considering the connection as KTJ category and Sept 2018 to Jan 2020 with reference to consumption recorded in meter SI No LW372825 taking IMR as 33 in March 2020 & FMR as 385 in Aug 2020 as well as From April 2022 to Feb 2023 with reference to consumption recorded in meter SI No TW02039432 taking IMR as 169 in March 2023 & FMR as 682 Aug 2023 with the daily/monthly actual consumption thereof, considering the adjustment of previous bill revisions if any as per law.

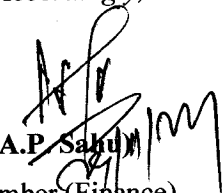
ORDER


After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

1. The Opposite Party is directed to revise the bill for the periods from date of power supply to Aug 2018 considering the connection as KTJ category and Sept 2018 to Jan 2020 with reference to consumption recorded in meter SI No LW372825 taking IMR as 33 in March 2020 & FMR as 385 in Aug 2020 as well as From April 2022 to Feb 2023 with reference to consumption recorded in meter SI No TW02039432 taking IMR as 169 in March 2023 & FMR as 682 Aug 2023 with the daily/monthly actual 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 revised earlier and adjust the revision as per law/for the period of penalty/in both cases, if any, as applicable as it has 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 benefits of OTS scheme and rebate thereof, if any, as applicable as it has 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 into 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, serve 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 at, 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
President
Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: -

1. Khirod Seth, At/Po- Sandhuriam, Dist- Jharsuguda
2. Sub-Divisional Officer (Elect.)-II, TPWODL, Jharsuguda with the direction to serve one copy of the order to the Complainant/Consumer.
3. Executive Engineer (Elect.), JED, TPWODL, Jharsuguda.
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".


President
Grievance Redressal Forum
TPWODL, Burla - 768017