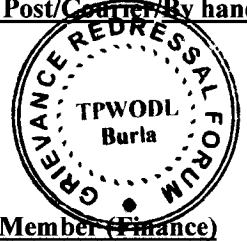


**Grievance Redressal Forum
TPWODL, BURLA**

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/JED/ (Final Order)/ 2162 (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/786/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Satrughan Chamar At-Mayurdima Po-Sarangloi Dist- Jharsuguda Pin-768215		4135-2813-0222	9178696507
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-	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	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- Satrugan Chamar

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



GRF Case No- BRL/786/2024

Satrugan Chamar
At-Mayurdima. Po-Sarangloi
Dist-Jharsuguda
Consumer No-4135-2813-0222

VRS

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

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Satrugan Chamar has appeared 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 that "high billing from the year 2008 to 2013 which was wrong according to him". So, he has requested to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has not submitted any relevant document 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 1KW with date of initial power supply on Dt.10.03.2011 through meter SI No 6384233 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. PL/Abg bills were served from May June 2018 to Feb 2020. Actual bills were served for KWh reading of 1368 in May June 2015. In Feb 2016 meter reader punched 0 reading due to which round complete took place & billing has been done for 8632 units. The bill so served during July 2015 to Feb 2016 were seem to be incorrect as came to knowledge from verification of document & during hearing thereon. The meter SI No LW538092 was effected in billing in March 2020 in this connection the opposite party SDO-II, JSG has declared that the billing of Feb 2016 has been done abnormally & in wrong manner due to which round complete took place. It is the feeling of the Forum that, the declaration of SDO during hearing as well as in W/S is correct & bill 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 July 2015 to Feb 2016 and for the period from Nov 2018 to Feb 2020 taking IMR 1 in March 2020 & FMR as 310 in Aug 2020 with reference to consumption recorded in meter SI No LW538092 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 July 2015 to Feb 2016 and for the period from Nov 2018 to Feb 2020 taking IMR 1 in March 2020 & FMR as 310 in Aug 2020 with reference to consumption recorded in meter SI No LW538092 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.**

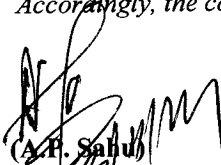
Accordingly, the case is disposed of.


(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

1. **Battughan Chhatra, At Mayurdima, Po-Saranglon, 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.orerc.org under the "head "Cases->"GRF".