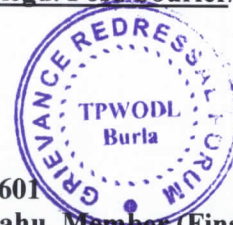


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 2261(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/788/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Ramani Ranjan Naik C/O-Sukanta Naik At-Mayurdima, Po-Aitapali Ps-Laikera Dist- Jharsuguda Pin-768215		4135-2813-0107	8260956995
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	31/12/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

President

Place of Camp: ESO Office, Laikera, TPWODL

Appeared

For the Complainant- Ramani Ranjan Naik
Represented by Sukanta Naik



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

GRF Case No- BRL/788/2024

Ramani Ranjan Naik
C/O- Sukanta Naik
At-Mayurdima, Po-Aitapali
Ps-Laikera
Dist-Jharsuguda
Consumer No-4135-2813-0107

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

Sukanta Naik has appeared on behalf of Ramani Ranjan Naik 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 "Bill amount of approximate Rs.57000.00 was served in the year 2010 or 2013 which he is not able to pay" & hence, 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 1.5KW with date of initial power supply on Dt.08.02.2002 through meter SI No A27532 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 Jan Feb 2002 as seen from FC levied. Acct/PL bills were served with adjustment of PL bills keeping pending of few PL bill for adjustment. The KWh reading was 8826 in Aug 2012 where it is found PI/Avg bills were served from Sept 2012 to June 2013. Meanwhile Meter SI No 8158392 was effected in billing in July Aug 2013 with actual billing up to Aug 2019 except abnormal bill in Feb 2016. Further, PI/Avg bills were served from Sept-Oct-2019 to Sept 2022. The meter SI No 1101749 was in billing since Oct 2022. In this case the opposite party SDO-II, JSG has declared the reading as wrong & also declared the round complete was incorrect. The actual bill has been served to the complainant for KWh reading of 1007 in the billing month Sept-Oct 2015 & actual bill was served in Jan Feb 2016 for units of 8993 which seems to be incorrect as well as the PL bill so raised during March April 2016 for 1555 units also found incorrect. On scrutiny it is seen that in May June 2016 the KWh reading was 1050 with billing units 43 where it is found that the IMR was 1007 & accordingly billing were continued time to time. So this Forum believes that reading in Sept Oct 2015 & May June 2016 for KWh of 1007 & 1050 were correct and there was no round up was took place which is matching to the declaration of opposite party in its W/S. The complainant has been served PL/Avg bills from Sept-Oct-2019 to Sept-2022. Hence, revision is required for settlement of the issue.

President

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



Hence it is the opinion of the Forum that the opposite party is liable to revise the bill as per below mention instructions: -

- A. Adjust the PL bills so pending in between the period from date of power supply to Aug 2012 with reference to consumption recorded in meter SI No A27532 wherever applicable.
- B. Revise the bill for the period from Nov Dec 2015 to May June 2016 with reference to consumption recorded in meter SI No 8158392 taking IMR as 1007 in Nov-Dec 2015 & FMR as 1050 in May-June 2016 with the daily/monthly actual consumption thereof as per law, considering the adjustment of previous bill revisions if any as per requirement.
- C. The Pl/Avg bills from Sept-Oct-2019 to Sept-2022 to be consider for revision for 02 years w.r.t Regulation 155 basing on Actual Average consumption of the new meter bearing SL No 1101749 by taking six consecutive months consumption.

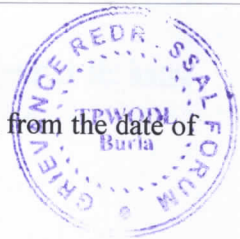
ORDER

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 as per instruction given below:-
 - A. Adjust the PL bills so pending in between the period from date of power supply to Aug 2012 with reference to consumption recorded in meter SI No A27532 wherever applicable.
 - B. Revise the bill for the period from Nov Dec 2015 to May June 2016 with reference to consumption recorded in meter SI No 8158392 taking IMR as 1007 in Nov-Dec 2015 & FMR as 1050 in May-June 2016 with the daily/monthly actual consumption thereof as per law, considering the adjustment of previous bill revisions if any as per requirement.
 - C. The Pl/Avg bills from Sept-Oct-2019 to Sept-2022 to be consider for revision for 02 years w.r.t Regulation 155 basing on Actual Average consumption of the new meter bearing SL No 1101749 by taking six consecutive months consumption.
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.


President
Grievance Redressal Forum

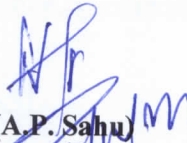
7. Opposite party is directed to submit the compliance report to this Forum within one month from the date of issue of this order as the case may be.



Accordingly, the case is disposed of.


(B. Mahapatra)

(Co-opted Member)
Grievance Redressal Forum
TPWODL, Burla - 768017


(A.P. Sahu)

Member (Finance)
Grievance Redressal Forum
TPWODL, Burla - 768017


(A.K. Satpathy)

President
Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: -

1. Ramani Ranjan Naik, C/O- Sukanta Naik, At-Mayurdima, Po-Aitapali, Ps-Laikera, 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".