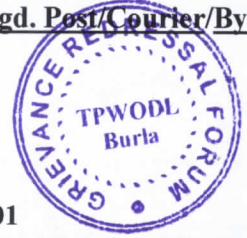


**Grievance Redressal Forum
TPWODL, BURLA**

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/SEED/ (Final Order)/ 2260 (4)

Date: 31/12/24

Present:

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

1	Case No.	BRL/802/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Dibakara Kumra C/O-Pramod Kumra At-Loisingh, Po-Kesinda Ps-Rairakhola Dist-Sambalpur-768106		4164-3307-0488	
3	Respondent/s	S.D.O (Elect),Rairakhola			Division S.E.E.D, TPWODL, Sambalpur
4	Date of Application	18.11.2024			
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	18.11.2024			
9	Date of Order	31/12/24			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation award SEED, if any.	NIL			

Place of Camp: SDO Office, Rairakhol

Appeared

For the Complainant- Dibakara Kumra
Represented by Pramod Kumra

For the Respondent - SDO(Electrical), Rairakhol, TPWODL.

GRF Case No- BRL/802/2024

Dibakara Kumra
C/O- Pramod Kumra
At-Loisingh, Po-Kesinda
Ps-Rairakhol
Dist-Sambalpur
Consumer No-4164-3307-0488

VRS

SDO(Electrical), Rairakhol, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Pramod Kumra on behalf of Dibakara Kumra has appeared in the hearing on Dt. 18.11.2024 at SDO Office, Rairakhol and submitted a written complaint wherein he has stated about "1.Settlement relating to meter 2.High billing in the existing two Nos of meter so, he wanted to check its efficiency by installing a parallel meter" & has also request to revise/rectify the bill.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has not submitted any relevant document except a PVR carried out on Dt.19.11.2024 in this case.

OBSERVATION

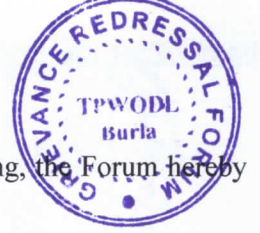
The case is pursued with all documents available in records submitted by the complainant and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-DOM consumer having CD of 0.06KW with date of initial power supply on Dt.15.08.2012 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. The complainant has been declared KTJ tariff by opposite party up to billing month Sept 2016 & served the bill for KWh reading of 5977 with billing unit 4627 till sept 2017 w.r.t consumption recorded in meter SI No 567937 which was continued since date of power supply with IMR 1. In such situation, as declared by opposite party the tariff to be consider as KTJ from date of power supply to Sept 2016 & bill to be consider from Oct 2016 to Sept 2017 as per Actual Avg consumption so derived by spread over the reading from date of power supply to Sept 2017 taking IMR as 1 with KW reading 5977 in Sept 2017. Further, a parallel meter may be installed to measure the correctness of the reading of the meter already in existence in the premises of the consumer under Regulation 108 as the complainant has expressed doubt on meter & its reading.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill considering as KTJ category from date of power supply to Sept 2016 & also rectify the bill from Oct 2016 to Sept 2017 basing on the Act Avg consumption by spread over the reading of 5977 with IMR 1 recorded in meter SI No 567937 in between the prod from date of power supply to Sept 2017 with the adjustment of previous bill revision, if any, as per law & also install a parallel meter to measure the accuracy of the existing meter & if found any deviation which to be dealt accordingly as per law.



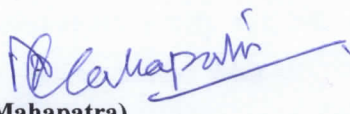
ORDER

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 considering as KTJ category from date of power supply to Sept 2016 & also rectify the bill from Oct 2016 to Sept 2017 basing on the Act Avg consumption by spread over the reading of 5977 with IMR 1 recorded in meter SI No 567937 in between the prod from date of power supply to Sept 2017 with the adjustment of previous bill revision, if any, as per law & also install a parallel meter to measure the accuracy of the existing meter & if found any deviation which to be dealt accordingly 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)

Grievance Redressal Forum

TPWODL, Burla - 768017


(A.P. Sahu)

Member (Finance)

Grievance Redressal Forum

TPWODL, Burla - 768017


A.K. Satapathy

(President)

Grievance Redressal Forum

TPWODL, Burla - 768017

1. Dibakara Kumra, C/O- Pramod Kumra, At-Loisingh, Po-Kesinda, Ps-Rairakhhol, Dist-Sambalpur
2. Sub-Divisional Officer (Elect.) Rairakhhol, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), SEED, TPWODL, Sambalpur
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".)