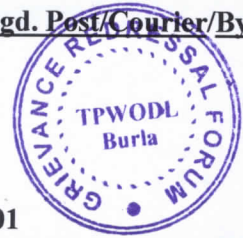


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 2268 (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/811/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Dasharu Sahu At- Sarankhol, Po-Tileibani, Dist- Deogarh-768109.		4141-1501-0665	9337671732
3	Respondent/s	SDO(Electrical), Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	20.11.2024			
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	20.11.2024			
9	Date of Order	31/12/24			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Appeared

For the Complainant- Dasharu Sahu

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



GRF Case No- BRL/811/2024

(1) Dasharu Sahu
At- Sarankhol,
Po-Tileibani,
Dist- Deogarh-768109.
Consumer No.- 4141-1501-0665

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Dasharu Sahu bearing Consumer No **4141-1501-0665** under DED, TPWODL, Deogarh stated about billing dispute.

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.19.12.2024, PVR dtd. 13.12.2024 and ledger copy for the period from Mar'2001 to Oct'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 23.07.2015 through meter sl. no."WCV22157" as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in the gist of the case. Actual/PL bills were served to the complainant from the date of p/s to May'2016 where it is seen that the actual bill so raised in Feb'2016 for kwh reading of "6749" with billing unit "6724" might not be correct. In w/s, the opposite party has explained that the meter reader has wrongly punched the CMR as "6749" and due to that reason abnormal high billing raised on the consumer for Rs 35,333.38/- and accordingly the arrear position was increased to Rs 35,488.18/- from Rs 154.80/- in Feb'2016. In the meantime, the meter bearing sl. no."WUV05524" was reflected in billing in Jun'2016 and continuing till time. So, bill revision required to settle billing dispute.

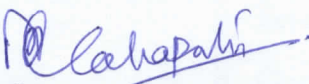
Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the period from the date of p/s to May'2016 with reference to consumption recorded in meter Sl No "WUV05524" taking consecutive 06months consumption with the daily/monthly actual average consumption considering the adjustment of previous bill revisions if any 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 the date of p/s to May'2016 with reference to consumption recorded in meter Sl No "WUV05524" taking consecutive 06months consumption with the daily/monthly actual average consumption 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 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) Dasharu Sahu, At- Sarankhol, Po-Tileibani, 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".