

**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)/ 2308 4)

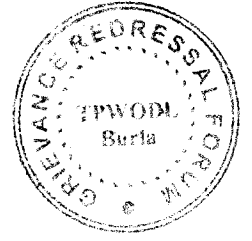
Date: 31/12/24

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

1	Case No.	BRL/820/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Jamin Aktar C/o-Md.A.Ahmed At/Po-Amagaon, Ps-Barkote, Dist- Deogarh	4141-1107-0007	8280157279	
3	Respondent/s	SDO(Electrical),DED, Deogarh		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	21.11.2024			
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	21.11.2024			
9	Date of Order	31/12/24			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

(Signature)
President

ce of Camp: ESO Office, Barkote, Deogarh, TPWODL.



appeared

For the Complainant- Jamin Aktar

Represented by Md.A.Ahmed

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

GRF Case No- BRL/820/2024

(1) Jamin Aktar

C/o- Md.A.Ahmed

At/Po-Amagaon,

Ps-Barkote,

Dist- Deogarh

Consumer No.- 4141-1107-0007

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Jamin Aktar bearing Consumer No **4141-1107-0007** under DED, TPWODL, Deogarh has 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 ledger copy for the period from May'2021 to Feb'2023, photograph of the meter with reading thereon 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-GP consumer having CD 1kw with initial date of p/s 01.01.1990 as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in gist of the case. Actual bill was served to the complainant in the billing month Jun'2021 for kwh reading of "3190" recorded on meter sl. no."LW319503" which was effected in billing in Sep-Oct'2019. Since, Jun'2021 to Feb'2023 PL bills were served to the complainant and bill has been stopped from Mar'2023 as seen from the records .It is seen from the photograph of the meter that the reading was "3289" kwh on 26.03.2023 (Feb'2023). However, in this regard the opposite party has neither submitted the w/s nor the PVR yet but it is the prime duty and responsibility of opposite party to verify the site and see whether meter is ok or the reading is not stuck up reading or the complainant is not using the p/s in otherwise manner during the periods from Jul'2021 to Feb'2023 and thereafter implement the order of this Forum. Further, the complainant has requested to change the tariff from GP to Domestic which required verification by opposite party with reference to Reg.42 & 43 of OERC Distribution (Conditions of Supply) Code,2019 and in absence of the inspection report of opposite party it will be presumed that the opposite party has agreed and accordingly the conversion will be taken care. To settle the billing dispute bill revisions are required.


Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill for the period from Jul'2021 to Feb'2023 taking IMR as "3190" kwh in Jul'2021 and FMR as "3289" kwh on 26.03.2023 with reference to consumption recorded in meter sl. no."LW319503" with the daily/monthly actual average consumption thereof and also change the tariff on reconnection after physical verification thereon with reference to Reg.42 & 43 of OERC Distribution (Conditions of Supply) Code,2019.


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 Jul'2021 to Feb'2023 taking IMR as "3190" kwh in Jul'2021 and FMR as "3289" kwh on 26.03.2023 with reference to consumption recorded in meter sl. no."LW319503" with the daily/monthly actual average consumption thereof and also change the tariff on reconnection after physical verification thereon with reference to Reg.42 & 43 of OERC Distribution (Conditions of Supply) Code,2019.
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)
Grievance Redressal Forum
TPWODL, Burla - 768017


(A.K.Sahu)
Member (Finance)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017


(A.K.Satpathy)
President
President
Grievance Redressal Forum
TPWODL, Burla - 768017

- Copy to:** - (1) Jamin Aktar, C/o- Md.A.Ahmed, At/Po-Amagaon, Ps-Barkote, Dist- Deogarh.
(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:Bhoingar, Bhubaneswar-751022 (Tel No. 0674-2543825 and Fax No. 0674-2546264) or Odisha Electricity Regulatory Commission, At-Plot No.04, Chunokoli, Sailashree Vihar, Bhubaneswar-751021 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".