

Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601**Bench: A.K.Satapathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)**

Date: 31/12/24

Ref: GRF/Burla/Div/DED/ (Final Order)/ 22574

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

1	Case No.	BRL/822/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Hadi Penthei C/O-Dileswari Dhibar At-Kendunali, Po-Kadopada Ps-Barkote Dist-Deogarh		4141-1154-1429	7894947036
3	Respondent/s	S.D.O (Elect),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			

Place of Camp: ESO Office, Barkote, TPWODL, Deogarh

Appeared

For the Complainant- Hadi Penthei
Represented by Dileswari Dhibar



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

GRF Case No- BRL/822/2024

Hadi Penthei
C/O- Dileswari Dhibar
At-Kendunali, Po-Kadopada
Ps-Barkote
Dist-Deogarh
Consumer No-4141-1154-1429

COMPLAINANT

VRS

SDO(Electrical),Deogarh, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Dileswari Dhibar on behalf of Hadi Penthei has appeared in the hearing on Dt. 21.11.2024 at the camp held at ESO Office, Barkote and submitted a written complaint wherein she has stated about billing dispute- High Billing due to defective meter & request to revise/rectify the same.


SUBMISSION OF OPPOSITE PARTY

The opposite party has not submitted any relevant documents except billing abstract from Sept 2020 to Aug 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 0.25KW with date of initial power supply on Dt.10.09.2019 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 served actual bill for 1306 unit with KWh reading of 1478 in July 2022 w.r.t consumption recorded in meter SI No 3020162. Since Aug 2022 to Feb 2024 PL/Avg bills were served to the complainant. Meanwhile, the meter with SI No TWB114982 was in billing in March 2024 & giving advance reading as per recorded consumption.

Hence it is the opinion of the Forum that the opposite party is liable to spread over the reading of 1478 KWh with IMR 0 for the periods from 10.09.2019 to July 2022 with reference to consumption recorded in meter SI No 3020162 & revise the bill for the period from Aug 2022 to Feb 2024 with reference to consumption recorded in meter SI No TWB114982 taking IMR as 23 in April 2024 & FMR as 61 in Sept 2024 with the daily/monthly actual consumption thereof, considering the adjustment of previous bill revisions if any as per law & also withdraw the proportionate DPS from billing.


President
Grievance Redressal Forum
TPWODL, Burla - 768017

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 spread over the reading of 1478 KWh with IMR 0 for the periods from 10.09.2019 to July 2022 with reference to consumption recorded in meter SI No 3020162 & revise the bill for the period from Aug 2022 to Feb 2024 with reference to consumption recorded in meter SI No TWB114982 taking IMR as 23 in April 2024 & FMR as 61 in Sept 2024 with the daily/monthly actual consumption thereof, considering the adjustment of previous bill revisions if any as per law & also withdraw the proportionate DPS from billing.
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 Barp, 768017

(A.P. Sahu)

Member (Finance)

Grievance Redressal Forum

A.K. Satapathy

(President)

Grievance Redressal Forum

- Copy to: C/O-Dileswari Dharbar, At-Kendunali, Po-Kadopada, Ps-Barkore, Dist-Deogarh, 768017
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".)