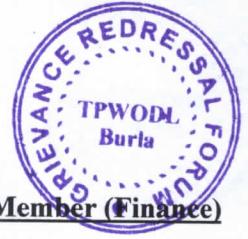


**Grievance Redressal Forum
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Bargarh, 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)/2324 (4)

Date: 31.12.2024

Present:

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

1	Case No.	BRL/850/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Harachand Behera At-Baribandh, Po-Padiabahal Dist-Sambalpur-768112		4162-3402-0205	9437229650
3	Respondent/s	S.D.O (E),Dhanupali			Division S.E.E.D, TPWODL, Sambalpur
4	Date of Application	09.12.2024			
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	09.12.2024			
9	Date of Order	31.12.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

President

Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: ESO Office, Padiabahal

Appeared

For the Complainant- Harachand Behera

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

GRF Case No- BRL/850/2024

Harachand Behera
At-Baribandh, Po-Padiabahal
Dist-Sambalpur
Consumer No.- 4162-3402-0205

VRS

SDO (Electrical), Dhanupali, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Harachand Behera appeared on Dt. 09.12.2024 at the camp held at ESO Office, Padiabahal and submitted a written complaint wherein he has stated billing dispute for two to three months with request to revise/rectify the bill.

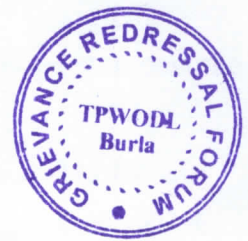
SUBMISSION OF OPPOSITE PARTY

The opposite party has not submitted any relevant document except billing abstract from April-2018 to Nov-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 3.5KW with date of initial power supply on Dt.29.11.2001 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 meter SL No TWB158757 was installed on 05.09.2024 with IMR '0' & MF 1 where it is found that the old KWh was 22412 in meter SI No LW421690 & the old meter has been changed due to meter burnt as per record. The KWh reading of 22412 was on 07.11.2023 i.e. in billing month Oct-2023. It is also seen that LD is going on since Nov-2023 to May-2024. The KWh reading of 329 was on 22.09.2024 in new meter bearing SL No TWB158757. Avg/PL/Actual bills were served for the period from July-2024 & Aug-2024 i.e. July-2024 to 05.09.2024. During the billing month July-2024 & Aug-2024 the units of billing were high i.e. 1827 & 2670 units respectively due to which the current bills were raised for Rs.10814.49 & Rs.16550.48 respectively. The Forum is observing that bills so served in July-Aug-2024 were not correct & required revision to settle the issue.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the period from 05.09.2024 to 22.09.2024 with reference to consumption recorded in meter SI No TWB158757 by taking IMR as 0 on 05.09.2024 & FMR as 329 on 22.09.2024 as well as revise the bill for the period from July-2024 to 05.09.2024 by taking IMR as 0 on 05.09.2024 and FMR as the recorded consumption on completion of six consecutive months with reference to consumption recorded in meter SI No TWB158757 with the daily/monthly actual consumption thereof with the adjustment of previous bill revisions if any as per law.




ORDER

After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

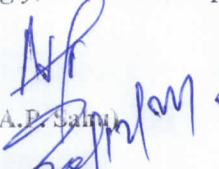
1. The Opposite Party is directed to revise the bill for the period from 05.09.2024 to 22.09.2024 with reference to consumption recorded in meter SI No TWB158757 by taking IMR as 0 on 05.09.2024 & FMR as 329 on 22.09.2024 as well as revise the bill for the period from July-2024 to 05.09.2024 by taking IMR as 0 on 05.09.2024 and FMR as the recorded consumption on completion of six consecutive months with reference to consumption recorded in meter SI No TWB158757 with the daily/monthly actual consumption thereof with 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 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 four 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. Saini)
Member (Finance)

Grievance Redressal Forum
TPWODL, Burla - 768017



A.K. Satapathy
President

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Harachand Behera, At-Baribandh, Po-Padiabahal, Dist-Sambalpur
2. Sub-Divisional Officer (Elect.), Dhanupali, TPWODL, Sambalpur 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.oierc.org under the "head "Cases-> "GRF".)

