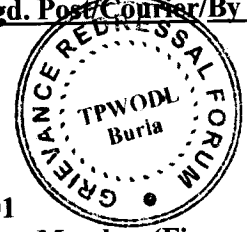


**Grievance Redressal Forum
TPWODL, BURLA**

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/JED/ (Final Order)/ 2297 (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/852/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Ajodhyanath Naik C/O-Brundabati Naik At-COX Colony Dist- Jharsuguda-768203		4131-2202-0120	8895358675
3	Respondent/s	SDO(E)-I, JED, Jharsuguda			Division J.E.D, TPWODL, Jharsuguda
4	Date of Application	12.12.2024			
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	12.12.2024			
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: Division Office JED, Jharsuguda

Appeared

For the Complainant- Ajodhyanath Naik
Represented by Brundabati Naik

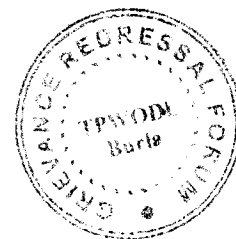
For the Respondent - SDO(E)-I, JED, Jharsuguda

GRF Case No- BRL/852/2024

Ajodhyanath Naik
C/O-Brundabati Naik
At-At-COX Colony
Dist- Jharsuguda.
Consumer No.- 4131-2202-0120

VRS

SDO(E)-I, JED, Jharsuguda



COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Brundabati Naik on behalf Ajodhyanath Naik has appeared in the hearing on Dt. 12.12.2024 at the camp held at Division Office, Jharsuguda and submitted a written complaint wherein he has stated about billing dispute- Excess billing & also tested the meter where found the meter was defective with accuracy of +78.86% which is beyond of permissible limit & has requested to revise/rectify the bill.

SUBMISSION OF OPPOSITE PARTY

The opposite party has not submitted any relevant documents except photo copies of meter testing reports by MRT, Jharsuguda 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 2KW with date of initial power supply on Dt.01.01.1990 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. As per complain of the complainant the meter SL No 1204578 was in billing from Sept-2013 & continued up to Sept-2020 with Actual/PL bills and adjustment of PL bill thereof from time to time & also found that PL bills were raised for Oct & Nov-2020 for 1569 units per month. The meter SL No LW494953 was in billing in Dec-2020. The above complainant has raised objection on high meter reading & billing thereon and accordingly the opposite has tested the meter on 04.01.2020 and found that there is positive error of 78.86% which is beyond of permissible limit but the opposite party has not yet revised the bill of the complainant. As observed as per Regulation 111(iii)(a) the opposite party has not tested the meter during five years. So, bill revision is required to settle the billing dispute.

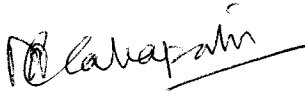
Hence it is the opinion of the Forum that the opposite party is liable to revise the bill from Sept-2013 to Nov-2020 with reference to meter testing report as per law as well as revise the bill from Oct-2020 & Nov-2020 taking IMR as 109 in Jan-2021 & FMR as 2069 in June-2021 with reference to consumption recorded in meter SL No LW494953 with the daily/monthly actual consumption thereof with the adjustment of previous bill revisions if any as per law.

ORDER

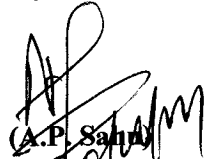
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

1. The Opposite Party is directed to revise the bill from Sept-2013 to Nov-2020 with reference to meter testing report as per law as well as revise the bill from Oct-2020 & Nov-2020 taking IMR as 109 in Jan-2021 & FMR as 2069 in June-2021 with reference to consumption recorded in meter SI No LW494953 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 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


(A.P. Sahu)

Member (Finance)
Member


(A.K. Satpathy)

President
President

Copy to **Grievance Redressal Forum**
TPWODL, Burla - 768017

Grievance Redressal Forum
TPWODL, Burla - 768017

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Ajodhya Nath Naik, C/O-Brundabati Naik, At-At-COX Colony, Dist- Jharsuguda.
2. Sub-Divisional Officer (Elect.)-I, TPWODL, Jharsuguda with the direction to serve one copy of the order to the Complainant/Consumer.
3. Executive Engineer (Elect.), JED, TPWODL, Jharsuguda.
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".