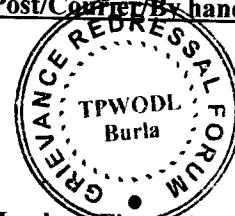


Grievance Redressal Forum

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.Satpathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)



Ref: GRF/Burla/Div/JED/ (Final Order)/ 2320(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/853/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Purandar Bhoi C/O-Shyam Kumar Bhoi Balijuri Dist- Jharsuguda		4131-2308-0144	9668833564
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- Purandar Bhoi
Represented by Shyam Kumar Bhoi

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



GRF Case No- BRL/853/2024

Purandar Bhoi
C/O-Shyam Kumar Bhoi
Balijuri
Dist- Jharsuguda.
Consumer No.- 4131-2308-0144

VRS

SDO(E)-I, JED, Jharsuguda

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Shyam Kumar Bhoi on behalf Purandar Bhoi 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 & has requested to revise/rectify the bill. The complainant also submitted land documents in this regards.

SUBMISSION OF OPPOSITE PARTY

The opposite party has not submitted any relevant documents except consumer history 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.15.02.2002 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 power supply was in LD status since April-2023 with outstanding of Rs.131518.62 in billing month Nov-2024. The complainant has been served Actual bill up to billing month Feb-2021 with adjustment of PI bill thereon where it is found that the outstand amount was Rs.117761.00. The meter SI No WUV14875 was in billing in Sept-2016 with IMR 1. Since, March-2021 to Dec-2022 Avg bills were served to the complainant but the KWh reading of 21751 was there for billing month April-2023, June-2023 & July-2023 also. On such situation it is came to notice of the Forum that the reading in the meter has not been advance since after Feb-2021. During course of hearing the complainant has stated that there was no use of power supply for 7 years but could not comply with evidence but presumed that as there was no advancement of meter reading from March-2021 to July-2023 and the IMR was the CMR hence, the Forum believes that there was no consumption of power during the above periods & during the above period high billings were developed due to which arrear gone up. So, bill revision is required to settle the billing dispute. However, as per direction during hearing the complainant has paid Rs.50000.00 on 16.12.2024 through UPI where the direction was to pay that amount on or before 17.12.2024.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from March-2021 to July-2023 with reference to consumption recorded in meter SI No WUV14875 taking IMR as 21751 in March-2021 & FMR as 21751 in July-2023 & with the daily/monthly actual consumption thereof with the adjustment of previous bill revisions if any as per law.

President
Grievance Redressal Forum

ORDER

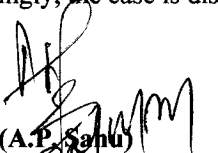
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

1. The Opposite Party is directed to revise the bill for the periods from March-2021 to July-2023 with reference to consumption recorded in meter SI No WUV14875 taking IMR as 21751 in March-2021 & FMR as 21751 in July-2023 & 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

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TPWODL, Burla - 768017

1. Purandar Bhoi, C/O-Shyam Kumar Bhoi, Balijuri, 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".