

## Grievance Redressal Forum

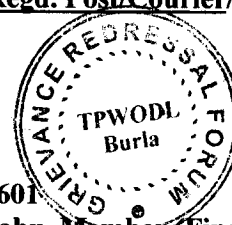
TPWODL, BURLA

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



Ref: GRF/Burla/Div/DED/ (Final Order)/ 23104

Date: 31/12/24

Present:

Sri A.K. Satapathy, President

Sri B.Mahapatra (Co-opted Member)

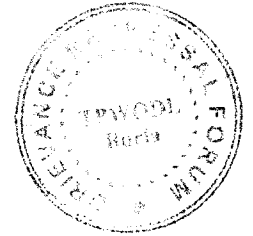
Sri A.P.Sahu Member(Finance)

1	Case No.	BRL/866/2024																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Bhakaram Barik C/O-Adil Barik At-Raital, Po-Jharagoga Dist-Deogarh		4141-1559-0420																																	
3	Respondent/s	S.D.O (Elect),Deogarh			Division D.E.D, TPWODL, Deogarh																																
4	Date of Application	18.12.2024																																			
5	In the matter of-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>√</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand / Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment &amp; apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply &amp; GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection &amp; equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>X</td> </tr> <tr> <td colspan="4">15. Others (Specify) -X</td> </tr> </table>				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			
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6	Section(s) of Electricity Act, 2003 involved																																				
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8	Date(s) of Hearing	18.12.2024																																			
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:** At-Jharagogua under ESO Tileibani

**Appeared**

**For the Complainant-** Bhakaram Barik  
Represented by Adil Barik



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

**GRF Case No- BRL/866/2024**

Bhakaram Barik  
C/O- Adil Barik  
At-Raital, Po-Jharagogua  
Dist-Deogarh  
Consumer No-4141-1559-0420

**COMPLAINANT**

**VRS**

SDO(Electrical), Deogarh, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Adil Barik on behalf of Bhakaram Barik has appeared in the hearing on Dt. 18.12.2024 at the camp held at Jharagogua under ESO Office, Tileibani and submitted a written complaint wherein he has stated about billing dispute & has requested to revise/rectify the bill.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has not submitted any relevant documents except billing abstract from Feb-2011 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 0.11KW with date of initial power supply on Dt.29.03.2010 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. PL/Act bills were served to the complainant from date of power supply to July-2018 with adjustment of PL bills thereon. In Jan-2019 billing unit was 4865 and has happened due to round completion of meter but subsequently change the meter by replacing a new one bearing SI No LW414221. Neither the opposite party has submitted the meter installation protocol/meter installation change report nor photo of the meter & reading thereon hence, the above readings were not believable by this Forum hence prefer to revise the bill from Aug-Sept-2018 to July-Aug-2019 as per new meter consumption w.r.t Regulation.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill from Aug-Sept-2018 to July-Aug-2019 by taking IMR as 25 in Nov-Dec-2019 & FMR as 95 in March-April-2020 with reference to consumption recorded in meter SI No LW414221 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 Aug-Sept-2018 to July-Aug-2019 by taking IMR as 25 in Nov-Dec-2019 & FMR as 95 in March-April-2020 with reference to consumption recorded in meter SI No LW414221 with the daily/monthly actual consumption thereof with the adjustment of previous bill revisions if any as per law.


President


Consumer Redressal Forum

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, Burla - 768017

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

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

1. Bhakaram Barik, C/O- Adil Barik, At-Raital, Po-Jharagoga, 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: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.orerc.org](http://www.orerc.org) under the "head "Cases-> "GRF".)