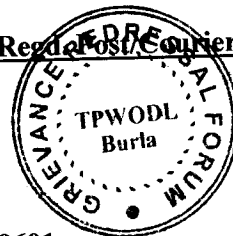


By Registered Post/Courier/By hand



**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)/ 2321 (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/905/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Lodabati Patel At/Po-Bhatlaida Dist- Jharsuguda Pin-768213		4135-2805-0649	
3	Respondent/s	SDO-II(E), JED, TPWODL, Jharsuguda			Division J.E.D, TPWODL, Jharsuguda
4	Date of Application	20.12.2024			
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	20.12.2024			
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: ESO Office, Laikera, TPWODL

Appeared

For the Complainant- Lodabati Patel

For the Respondent - SDO(Electrical)-II, JED, Jharsuguda, TPWODL

GRF Case No- BRL/905/2024

Lodabati Patel
At/Po-Bhatlaida
Dist-Jharsuguda
Consumer No-4135-2805-0649

VRS

SDO(Electrical)-II, JED, Jharsuguda, TPWODL.



COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Lodabati Patel has appeared in the hearing on Dt. 20.12.2024 at the camp held at ESO Office, Laikera and submitted a written complaint wherein she has stated about billing dispute-Wrong billing of Rs.35000.00 which is wrong according to her & has request to revise/rectify the bill.

SUBMISSION OF OPPOSITE PARTY

The opposite party has not submitted any relevant documents 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 1KW with date of initial power supply on Dt.23.04.2013 through meter SL No 5241907 and continued with actual billing up to 10.08.2018 (billing month July-2018) as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. Since, Dec-2019 billings were raised basing on the consumption recorded in meter SL No LW057043 and actual bill was served in April-2020 for KWh reading of 2778 with billing unit 512. The billings were not in order hence required spread over to rectify the bill. Pl/Avg bills were served from Nov-2020 to May-2022. The meter SI No 300013025 was installed on 06.07.2022 with IMR '0' & MF 1. During scrutiny of ledger, it is also seen that Rs.13195.00 was debited in billing in Nov-2019 might be a penalty for which the opposite party could not explain anything.


Hence it is the opinion of the Forum that the opposite party is liable to spread over the units of 2778 in between the periods from Dec-2019 to Apr-2020 with IMR 1 with reference to consumption recorded in meter SI No LW057043 & also revise the bill for the period from June-2020 to May-2022 by taking IMR 58 in July-2022 & FMR 214 in Dec-2022 with reference to consumption recorded in meter SI No 300013025 with the daily/monthly actual average consumption thereof with the adjustment of previous bill revisions if any as per law as well as confirm on the debit amount of Rs.13195.00 effected in billing in Nov-2019- if penalty then settle in the enforcement committee by taking confidence to the complainant or complainant at the liberty to knock the door of the electrical inspector and if it is not the penalty case then convinced the complainant why it has done or otherwise withdraw the debit amount from the billing (if unable to comply to the complainant).

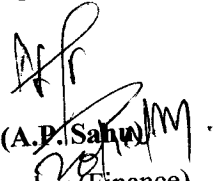
ORDER


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 units of 2778 in between the periods from Dec-2019 to Apr-2020 with IMR 1 with reference to consumption recorded in meter SI No LW057043 & also revise the bill for the period from June-2020 to May-2022 by taking IMR 58 in July-2022 & FMR 214 in Dec-2022 with reference to consumption recorded in meter SI No 300013025 with the daily/monthly actual average consumption thereof with the adjustment of previous bill revisions if any as per law as well as confirm on the debit amount of Rs.13195.00 effected in billing in Nov-2019- if penalty then settle in the enforcement committee by taking confidence to the complainant or complainant at the liberty to knock the door of the electrical inspector and if it is not the penalty case then convinced the complainant why it has done or otherwise withdraw the debit amount from the billing (if unable to comply to the complainant).
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
Grievance Redressal Forum
TPWODL, Burla - 768017


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

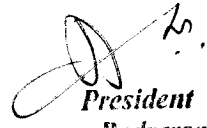

(A.K. Satpathy)
President
President
Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: -

1. Lodabati Patel, At/Po-Bhatlaida, Dist- Jharsuguda
2. Sub-Divisional Officer (Elect.)-II, 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".


President
Grievance Redressal Forum
TPWODL, Burla - 768017