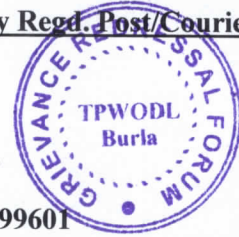


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 2226(4)

Date: 30/12/24

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

1	Case No.	BRL/716/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Bibhutibhusan Sahu C/O-Achutananda Das At-Aurobinda School, Kusmi, Po-Kusmi Dist- Sambalpur		4132-3501-1442	9040030127
3	Respondent/s	SDO (E), KUCHINDA, TPWODL, Jharsuguda			Division J.E.D, TPWODL, Jharsuguda
4	Date of Application	25.09.2024			
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	25.09.2024			
9	Date of Order	30/12/24			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: SDO Office, Kuchinda
Appeared

For the Complainant- Bibhutibhusan Sahu
Represented by Achutananda Das

For the Respondent - SDO(E), Kuchinda, TPWODL, Jharsuguda.

GRF Case No- BRL/716/2024

Bibhutibhusan Sahu
C/O Achutananda Das
At-Aurobinda School, Kusmi, Po-Kusmi
Dist- Sambalpur.
Consumer No.- 4132-3501-1442

VRS

SDO (E), Kuchinda, TPWODL, Jharsuguda



COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Achutananda Das on behalf of Bibhutibhusan Sahu has appeared in the hearing on Dt. 25.09.2024 at the camp held at ESO Office, Kusmi and submitted a written complaint wherein he has stated about billing dispute-high billing of Rs.5042.00 in Aug 2024 due to wrong meter reading & request to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from June 2017 to Sept 2024 & a PVR carried out on 08.10.2024 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-GP consumer having CD of 1KW with date of initial power supply on Dt.20.05.2017 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 opposite party has already revised the bill for the period from Feb 2024 to March 2024 (20.02.2024 to 25.04.2024) & withdrawn Rs.11404.74 which was credited in the ledger on 07.05.2024 with outstanding of Rs.247.95 on that date. The complainant was served PI bill for the month of May & June 2024 (24.05.2024 to 12.09.2024). Meanwhile, the meter with SI No TWSP51199184 was installed on 12.09.2024 with IMR 0 & MF 1 So, 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 for the periods from 24.05.2024 to 12.09.2024 with reference to consumption recorded in meter SI No TWSP51199184 taking six consecutive months consumption with the daily/monthly actual consumption thereof as per Regulation 155 & for the period from 12.09.2024 to 23.09.2024 by taking IMR 0 & FMR 20 on the above meter, considering 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 periods from 24.05.2024 to 12.09.2024 with reference to consumption recorded in meter SI No TWSP51199184 taking six consecutive months consumption with the daily/monthly actual consumption thereof as per Regulation 155 & for the period from 12.09.2024 to 23.09.2024 by taking IMR 0 & FMR 20 on the above meter, considering 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 months 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)

Copy to:-

(A.P. Sahu)

Member
(Finance)

Grievance Redressal Forum
TPWODL, Burla - 768017

(A.K. Satpathy)

President

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Bibhutibhusan Sahu, C/O-Achutananda Das, At-Aurobinda School, Kusmi, Po-Kusmi, Dist- Sambalpur
2. Sub-Divisional Officer (Elect.) Kuchinda, 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".