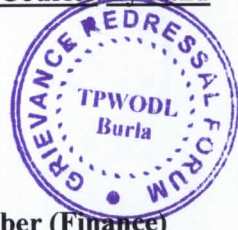


**Grievance Redressal Forum
TPWODL, BURLA**

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/DED/ (Final Order)/ 1463 (2)

Date: 23/02/2024

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

1	Case No.	BRL/132/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Tankadhar Bhukta At-Gundiapali, Po- Rengalbahal, Dist- Deogarh.	4141-1216-0206	9777963069	
3	Respondent/s	SDO(Electrical),Deogarh , TPWODL		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	21.12.2023			
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	21.12.2023			
9	Date of Order	23/02/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Reamal, TPWODL, Deogarh.



Appeared

For the Complainant- Sri Tankadhar Bhukta

Represented by Sri Himansu Bhukta

For the Respondent - SDO(Elect.), Deogarh, TPWODL, Deogarh.

GRF Case No- BRL/132/2024

(1) Sri Tankadhar Bhukta

At-Gundiapali,
Po- Rengalbahal,
Dist- Deogarh.

Consumer No.- 4141-1216-0206

COMPLAINANT

VRS

(1) SDO(Elect.) Deogarh, TPWODL, Deogarh

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Sri Tankadhar Bhukta bearing Consumer No **4141-1589-0539** represented by Sri Himansu Bhukta under DED, TPWODL, Deogarh stated about billing dispute.

Hence, the Complainant prayed before the Forum to consider his case for revision/rectification.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted the ledger copy for the period from May'2002 to Oct'2023, PVR dtd. 22.01.2024, Photograph of meter with reading thereon and w/s 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 domestic consumer having CD 2kw with date of initial power supply 25.04.1998 through meter sl. no."727519" continued upto Oct-Nov'2012 with actual meter reading as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. The meter sl. no."LW619057" was installed on 08.03.2021 with IMR & MF as "1" each, "8119363" was in billing in Dec-Jan'2013 and continue upto Oct-Nov'2020 with kwh reading of "7002" with billing unit "52" and adjustment of PL accordingly. "TPWODL1158727" meter was installed on 24.04.2023 with IMR & MF "zero" each with old meter reading "6190" kwh. As seen from the w/s the average consumption from Mar'2021 to Mar'2023 was "252" unit per month whereas the average consumption from Apr'2013 to Mar'2015 was "207" but the average consumption for the period from Jun'2016 to Nov'2020 was "52" units over 54 months. As compared to earlier both periods the average consumption was more than 200 units per month and to be taken as correct whereas the average consumption of Jun'2016 to Nov'2020 was quite low which is not acceptable in reference to consumption pattern of the complainant. As observed the terminal cover was burnt and might be there was chance for mis-utilisation of p/s in that way. In this situation, this Forum not prefers to pass any order unless and otherwise the meter to be tested in Laboratory of TPWODL.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill after obtaining the testing report of TPWODL Laboratory on meter sl. no." LW619057" with its outcome as per law.


President

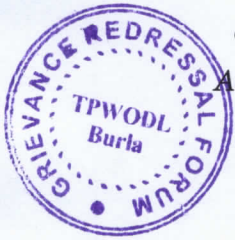
Grievance Redressal Forum
TPWODL, Burla - 768017


ORDER

Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:

1. The Opposite Party is directed to revise the bill of the consumer after obtaining the testing report of TPWODL Laboratory on meter sl. no." LW619057" with its outcome as per law.
2. The Opposite party is directed not to consider the bill revision for the period already revised earlier and adjust the revision as per law/for the period of penalty/in both cases if any as applicable as 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 OTS scheme and rebate thereon if any as applicable as 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 in to 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, served 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, 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) Sri Tankadhar Bhukta, At-Gundiapali, Po- Rengalbahal, Dist- Deogarh.
(2) Sub-Divisional Officer (Elect.), Deogarh, TPWODL, Deogarh 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.orierc.org under the "head "Cases->"GRF".