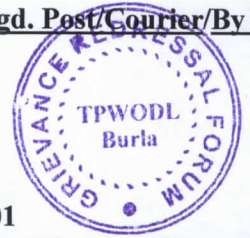


**Grievance Redressal Forum
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Bargarh, 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/JED/ (Final Order)/ 15/3 (4)

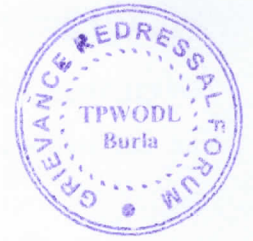
Date: 29/02/2024

Present:

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

1	Case No.	BRL/139/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Khirod Seth Sandhuriam, Laikera Dist-Jharsuguda-768213	4131-2105-0523	9348490760	
3	Respondent/s	S.D.O (E)-II, Jharsuguda	Division J.E.D, TPWODL, Jharsuguda		
4	Date of Application	16.02.2024			
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	16.02.2024			
9	Date of Order	29/02/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: Division Office, JED, Jharsuguda, TPWODL
appeared



For the Complainant- Sri Khirod Seth

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

GRF Case No- BRL/139/2024

Sri Khirod Seth
Sandhuriam, Laikera
Dist-Jharsuguda
Consumer No.- 4131-2105-0523

VRS

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

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Khirod Seth appeared before this forum on dated 16th of February 2024 at its camp held in the Division office Jharsuguda and submitted a written complaint wherein he has stated about billing dispute & he has requested to revise the bill.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has not submitted any relevant ^{documents} submitted in this case.

OBSERVATION

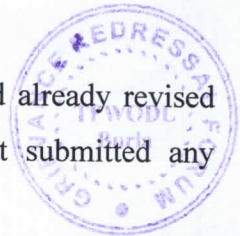
The case is pursued with all documents available in records submitted by the complainant and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-DOM consumer having CD 1.5KW with date of initial power supply 09.09.2011 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. The meter SI No LW372825 & TW02039432 was installed on 16.02.2020 & 08.02.2023 with IMR '1' & '0' and MF '1' in each respectively. The opposite party has already ~~been~~ revised the bill for delayed meter updating & credited an amount of Rs.301.02. However, some billing periods were not correct which required revision 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 period from Sept-2018 to Jan-2020 with IMR as '111' in May-2020 & FMR 476 in Oct-2020 as per the recorded consumption in meter SI No LW372825 & for the period from April-2022 to Feb-2023 with IMR as '169' in March-2023 & FMR 774 in Sept-2023 as per the recorded consumption in meter SI No TW02039432 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any as well as PL bills to be withdrawn wherever required as not done due to constant in software system of billing earlier confined to two months/two billing periods of withdrawal.

ORDER

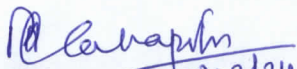
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

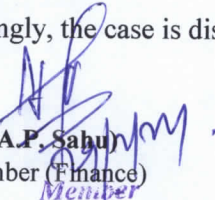
1. The Opposite Party is directed to revise the bill for the period from Sept-2018 to Jan-2020 with IMR as '111' in May-2020 & FMR 476 in Oct-2020 as per the recorded consumption in meter SI No LW372825 & for the period from April-2022 to Feb-2023 with IMR as '169' in March-2023 & FMR 774 in Sept-2023 as per the recorded consumption in meter SI No TW02039432 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any as well as PL bills to be withdrawn wherever required as not done due to constant in software system of billing earlier confined to two months/two billing periods of withdrawal.

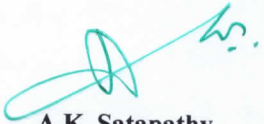


2. The Opposite party is directed not to consider the bill revision for the period already revised earlier/for the period of penalty/in both cases if any as applicable as not submitted any information for the same.
3. The Opposite party is directed not to consider the bill revision for the period already 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 29/02/24
(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. Satapathy
(President)
President
Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: -

1. Sri Khirod Seth, Sandhuriam, Laikera, Dist-Jharsuguda
2. Sub-Divisional Officer (Elect.)-II, Jharsuguda, TPWODL, 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".)