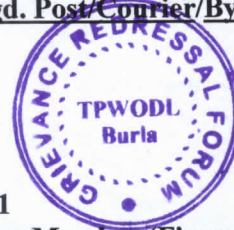


**Grievance Redressal Forum
TPWODL, BURLA**

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/ (Interim Order)/ 1905 (4)

Date: 30/08/24

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

	Case No.	BRL/169/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sakhiram Jayapuria C/o-Sri Sujit Jayapuria At/Po- Badbalimal,Gundruchuan, Dist- Jharsuguda.	4132-1404-0194	8260292753	
3	Respondent/s	S.D.O(Electrical), Kuchinda, TPWODL		Division J.E.D, TPWODL, Jharsuguda	
4	Date of Application	28.02.2024			
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	28.02.2024			
9	Date of Order	30/08/24			
10	Order in favour of	Complainant	Respondent	Others	
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Jamankira, TPWODL, Jharsuguda.



Appeared

For the Complainant- Sakhiram Jayapuria

Represented by Sri Sujit Jayapuria

For the Respondent - S.D.O(Elect.), Kuchinda, TPWODL, Jharsuguda.

GRF Case No- BRL/169/2024

(1) Sri Sujit Jayapuria
At/Po- Badbalimal, Gundruchuan
Dist- Jharsuguda.
Consumer No.-4132-1404-0194

COMPLAINANT

VRS

(1) S.D.O(Elect.), Kuchinda, TPWODL, Jharsuguda.

OPPOSITE PARTY

GIST OF THE CASE

The Complainant filed the petition in the name of Sakhiram Jayapuria bearing Consumer No **4132-1404-0194** represented by Sri Sujit Jayapuria under JED, TPWODL, Jharsuguda stated about billing dispute.

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

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted ledger copy of the new consumer, PVR dtd.23.08.2024 and communicated through e-mail on 23.08.2024 in this case with the remarks as below:-

“As per site verification the statement of villagers approximately since 05yrs the consumer not using the p/s from 2005 to 2008 hence the bill may be revised.”

OBSERVATION

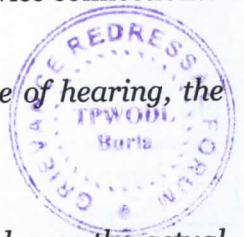
Refer to Interim order of this Forum dtd.29.02. 2024.As directed by this Forum, the p/s of the complainant to reconnected after receiving of Rs 25,000/- along with DCRC fees. The case is pursued with all documents available in records (FG data base and Samadhan App) and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-domestic consumer having CD 0.54kw with initial date of p/s 20.08.2001 as seen from the FG data base/ Samadhan App. The complainant has raised objection on billing dispute-bills were raised even after no p/s for the period from 2005 to 2012 with the prayer to waive the billing of above periods. The complainant has prayed only Rs 15,000/- although the direction for payment of Rs 25,000/-. The complainant has not paid the DCRC fees but an amount of Rs 177/- was levied in billing for DCRC fees and accordingly reconnect the p/s through DND module and billings were going on average basis since the date of reconnection of p/s. However, as enquired by this Forum a new service connection bearing SC no.4132-1404-1750(Date of initial p/s 14.05.2024 with meter sl. no."TWSP51173835" of CD 1kw- in the name of Sujit Jayapuria) has been released to the complainant. The billing data base has been verified by this Forum and found that the meter sl. no."117696" was in billing fold since Jul-Aug'2002 as data available from that date but the same was continued at site since the date of p/s with IMR as "1" as seen from the billing record. The above complainant has been served Actual/PL bills from the date of p/s to Apr'2015 (16.05.2015) where it is seen that the PL bills for all periods were not adjusted and meter reading has not been done at that time but meter readers were given table reading due to such reason it has happened where the opposite party could not verify due to so many unavoidable causes were in existence during those periods. The

claim of no p/s during 2005 to 2012 by complainant may not be acceptable as there were actual bills during the above periods as well as the report of the opposite party for no p/s from 2005 to 2008 was also not believable so the claim of the complainant was unjustified as well as the report of opposite party is unacceptable. To overcome, from the billing dispute the bill revision is required by spread over the actual kwh readings of "7420" on 16.05.2015 with IMR as "1".

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill for the period from 20.08.2001 to 16.05.2015 by spread over the actual kwh readings of "7420" with IMR as "1" in between the periods basing on the consumption recorded in meter sl. no." 117696" with its daily/monthly actual average consumption thereof. The p/s to be declared as PLD since after completion of billing of Aug'2024. After revision transfer the outstanding balance the above consumer no to new consumer no 4132-1404-1750 w.r.t regulation 175 of OERC Distribution (Conditions of Supply) Code,2019. Collect of Rs 10,000/- immediately as committed and not paid yet only paid of Rs 15,000/- out of Rs 25,000/- on or before 05.09.2024, on non-payment DC the p/s without further notice of both the service connections.

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 act as per below guidelines: -*
 - i. *Revise the bill for the period from 20.08.2001 to 16.05.2015 by spread over the actual kwh readings of "7420" with IMR as "1" in between the periods basing on the consumption recorded in meter sl. no." 117696" with its daily/monthly actual average consumption thereof.*
 - ii. *The p/s to be declared as PLD since after completion of billing of Aug'2024.*
 - iii. *After revision transfer the outstanding balance the above consumer no. to new consumer no. 4132-1404-1750 w.r.t regulation 175 of OERC Distribution (Conditions of Supply) Code,2019.*
 - iv. *Collect of Rs 10,000/- immediately as committed and not paid yet only paid of Rs 15,000/- out of Rs 25,000/- on or before 05.09.2024.*
 - v. *On non-payment DC the p/s without further notice of both the service connections.*
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 Complainant is directed to pay of Rs 10,000/- on or before 05.09.2024 and balance after revision if arrived to avoid disconnection of both service connections.*

6. **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) Sakhiram Jayapura, C/o- Sri Sujit Jayapura, At/Po- Badbalimal, Dist- Jharsuguda.
(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".