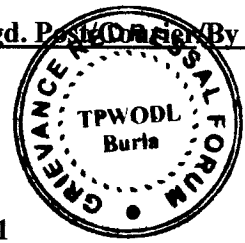


**Grievance Redressal Forum
TPWODL, BURLA**

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)



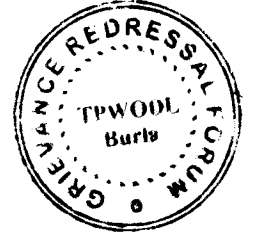
Ref: GRF/Burla/Div/JED/ (Final Order)/ 1832 (4)

Date: 31/07/24

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

1	Case No.	BRL/443/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		D P K P Khandelwal C/O-Kishore Khandelwal At-Beheramall Dist- Jharsuguda.		4131-2303-0014	9937119375
3	Respondent/s	SDO-I(E),JED, TPWODL,Jharsuguda		Division J.E.D, TPWODL, Jharsuguda	
4	Date of Application	20.06.2024			
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	20.06.2024			
9	Date of Order	31/07/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

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



Appeared

For the Complainant- D P K P Khandelwal
Represented by Kishore Khandelwal

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

GRF Case No- BRL/443/2024

D P K P Khandelwal
C/o- Kishore Khandelwal
At-Beheramal
Dist- Jharsuguda.
Consumer No.- 4131-2303-0014

VRS

SDO-I(E), JED, TPWODL, Jharsuguda

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Kishore Khandelwal on behalf of D P K P Khandelwal appeared on Dt. 20.06.2024 at the camp held at Division Office, JED, Jharsuguda and submitted a written complaint wherein he has stated about tariff related issue which should be changed & recalculated to domestic tariff from 23.08.2020 & request to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted billing abstract from Feb-2020 to May-2024, a PVR carried on 01.07.2024 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-DOM consumer having CD 1.10KW with date of initial power supply 01.01.1990 as seen from FG/Samadhan App. Refer to this Forum's direction in GRF case No 242 of 2023. In obedience to the direction by this Forum, the opposite party has already been revised the bill & withdrawn an amount of Rs.2644.42 pertaining to the period from 01.10.2022 to 11.03.2023 in domestic tariff. During hearing on 22.06.2023, the complainant has submitted the documents except the copy of application in favour of E.E, JED, Jharsuguda which was receipt by opposite party on 23.08.2020. At that time the complainant has also requested to this Forum to produce the mention documents for relive purpose. Accordingly, this Forum has allowed to the complainant to produce before the forum in next hearing at Jharsuguda, the complainant carried out the order of the Forum & appear again on 20.06.2024 with the mentioned documents. After going through the documents, it is seen that the opposite party has not taken any steps neither to heard nor solution of the grievance of the complainant which to be treated as violation of regulation 42 & 43. The complainant has approached on 23.08.2020 & no action has been taken by E.E, JED, Jharsuguda to be taken as non-compliance of the direction in regulation with in time stipulation. This Forum believes that the compliant should consider the change of tariff from COM to DOM w.e.f 23.08.2020 to 11.03.2023 & accordingly bill revision to be done for settlement purpose. However, the opposite party has already been done the job w.r.t direction in previous order & revise the bill in Domestic tariff for the period from 01.10.2022 to 11.03.2023 & pending for revision for the period from 23.08.2020 to 30.09.2022 for which direction is in this order.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from 23.08.2020 to 30.09.2022 in domestic tariff & will be effect the sundry in the billing to resolved the billing dispute considering the adjustment of previous bill revisions as per law if any as per applicability.



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 for the periods from 23.08.2020 to 30.09.2022 in domestic tariff & will be effect the sundry in the billing to resolved the billing dispute considering the adjustment of previous bill revisions as per law if any as per applicability.
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) 31/7/24

(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.Satpathy)

President
President

Grievance Redressal Forum
TPWODL, Burla - 768017

1. D.P.K.P. Khandelwal, C/o- Kishore Khandelwal, At-Beheramal, Dist- Jharsuguda.
2. Sub-Divisional Officer (Elect.)-I, 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:Bhoynagar, 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".