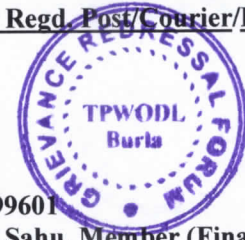


Grievance Redressal Forum
TPWODL, BURLA

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)/ 1855C4

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/444/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Narendra Nath Mukherjee C/O-Jaydip Mukherjee At-Kalamandir Road Dist- Jharsuguda.		4131-2108-0433	8908098624
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- Narendra Nath Mukherjee
Represented by Jaydip Mukherjee

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



GRF Case No- BRL/444/2024

Narendra Nath Mukherjee
C/o- Jaydip Mukherjee
At-Kalamandir Road
Dist- Jharsuguda.
Consumer No.- 4131-2108-0433

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

Jaydip Mukherjee on behalf of Narendra Nath Mukherjee 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 billing dispute - From Oct 2015 to Oct 2023 and not satisfied with the bill revision has already been done by opposite party in July 2022 & request to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

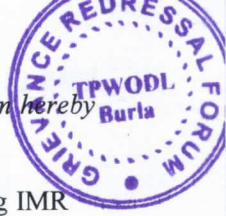
The Opposite Party has submitted billing abstract & a PVR carried on 01.07.2024 in this case.

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-GP consumer having CD 1.5KW with date of initial power supply 13.12.2013 through meter SL No 18819 where found the actual KWh was 13434 in Oct 2023 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. It is also seen that the actual bill has been served to the complainant in Oct 2015 with KWh reading of 4680. The mentioned meter number is continuing at site till date. Meanwhile, the opposite party has taken step to revise the bill & given credit to the complainant for Rs.25141.00 as seen from the uploaded bill revision in FG data base for the period from Nov 2015 to July 2022. As observed billing were not done properly time to time & table reading were done in between the periods. Although revision has already been done by opposite party but required further calculation to settle the billing dispute by giving effect accordingly thereon.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from Nov-2015 to Oct-2023 taking IMR as 4680 & FMR as 13434 with reference to consumption recorded in meter SL No 18819 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law.

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 Nov-2015 to Oct-2023 taking IMR as 4680 & FMR as 13434 with reference to consumption recorded in meter SL No 18819 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions 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

(A.P. Sahu)

Member (Finance)

Member

Grievance Redressal Forum

TPWODL, Burla - 768017

(A.K. Satpathy)

President

President

Grievance Redressal Forum

TPWODL, Burla - 768017

1. Narendra Nath Mukherjee, C/o- Jaydip Mukherjee, At-Kalamandir Road, 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: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".

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



Appeared

For the Complainant- Narendra Nath Mukherjee
Represented by Jaydip Mukherjee

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

GRF Case No- BRL/444/2024

Narendra Nath Mukherjee
C/o- Jaydip Mukherjee
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