

Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Bargarh, Pin- 768017Email: 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/SEED/ (Final Order)/ 1850(4)

Date: 31/07/24

Present:Sri A.K. Satapathy, President
Sri A.P.Sahu Member(Finance)

1	Case No.	BRL/450/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Jagannath Pradhan C/O-Nabin Ku Pradhan At/Po-Basiapada, Jujomura Dist-Sambalpur		4164-3202-1784	7684058781
3	Respondent/s	S.D.O (E),Rairakhoh		Division S.E.E.D, TPWODL, Sambalpur	
4	Date of Application	24.06.2024			
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	24.06.2024			
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: ESO Office, Hatibari, TPWODL

Appeared

For the Complainant- Jagannath Pradhan
Represented by Nabin Ku Pradhan

For the Respondent - SDO(Electrical),Rairakhol, TPWODL.



GRF Case No- BRL/450/2024

Jagannath Pradhan
C/O-Nabin Ku Pradhan
At/Po-Basiapada, Jujomura
Dist-Sambalpur
Con No-4164-3202-1784

VRS

SDO(Electrical), Rairakhol, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Nabin Ku Pradhan on behalf of Jagannath Pradhan has appeared on Dt. 24.06.2024 at the camp held at ESO Office, Hatibari and submitted a written complaint wherein he has stated about billing dispute- In Feb 2024 the complainant came to GRF camp at site for revision of bill & got the order where an amount of Rs.4000.00 was added & approached for reconsideration & requested to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from April 2018 to May 2024 & a PVR carried on 02.07.2024 in this case.

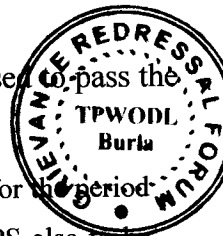
OBSERVATION

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 0.06KW with date of initial power supply 02.02.2015 as seen from FG/Samadhan App. Both parties have referred to the GRF order in case no BRL/106/2024 Dt. 23.02.2024. During implementation of the order it is seen that an amount of Rs.43311.56 & Rs.38719.83 was debited & credited respectively and found net debit amount of Rs.4591.73 was correct & in accordance to the law. However, it is seen that the complainant is using the power supply more than 30 units per month hence, to be taken as Domestic consumer since March 2018 where found that fixed cost has been levied more than tariff order since March 2018 to Aug 2022. The opposite party has also levied DPS of Rs.1939.36 & Rs.581.05 in Feb & March 2023 respectively although correct bill has not been provided earlier. Further, it is seen from the PVR Dt.02.07.2024 of opposite party that the meter SL No LW137965 is existing at site but meter SL No WLT074072 is showing in the FG. However, the reading in the billing & meter are same but only found mismatch of meter number in billing data base which needs updation in billing for the meter SL No LW137965.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill by recasting the fixed cost @Rs.20/month for the period from March 2018 to Aug 2022 & balance to be withdrawn accordingly as well as the DPS also to be withdrawn for Rs.2520.41 from the billing to resolve the grievance of the complainant. considering the adjustment of previous bill revisions as per law if any on applicability as well as update the meter SL No LW137965 in billing data base after reverification of the meter at site & its reading by SDO and if found any deviation to be intimated to re-set of the order.

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 by recasting the fixed cost @Rs.20/month for the period from March 2018 to Aug 2022 & balance to be withdrawn accordingly as well as the DPS also to be withdrawn for Rs.2520.41 from the billing to resolve the grievance of the complainant. considering the adjustment of previous bill revisions as per law if any on applicability as well as update the meter SL No LW137965 in billing data base after reverification of the meter at site & its reading by SDO and if found any deviation to be intimated to re-set of the order.
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.


(A.P. Sahu)

Member (Finance)
Member



A.K. Satapathy
(President)
President

Copy to: - **Grievance Redressal Forum**
TPWODL, Burla - 751017

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1. Jagannath Pradhan, C/O- Nabin Ku Pradhan, At/Po-Basiapada, Jujomura, Dist-Sambalpur
2. Sub-Divisional Officer (Elect.) Rairakhol, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), SEED, TPWODL, Sambalpur
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".)