

Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: 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/DED/ (Final Order)/ 1892(4)

Date: 30/08/24

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

1	Case No.	BRL/483/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Nilanchal Gadnayak At/Po- Taranga, Ps-Reamal, Dist- Deogarh-768109.		4141-1214-1481	6302836835
3	Respondent/s	SDO(Electrical), Deogarh		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	19.07.2024			
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	19.07.2024			
9	Date of Order	29/08/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

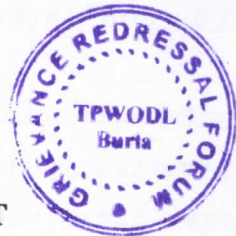
Place of Camp: ESO Office, Reamal, TPWODL, Deogarh.

Appeared

For the Complainant- Nilanchal Garanayak

Represented by Sailabala Garanayak

For the Respondent - SDO(Elect.), Deogarh, TPWODL.



GRF Case No- BRL/483/2024

(1) Nilanchal Garanayak

At/Po- Taranga,

Ps-Reamal,

Dist- Deogarh-768109.

Consumer No.- 4141-1214-1481

COMPLAINANT

VRS

(1) SDO(Elect.), Deogarh, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Nilanchal Garanayak bearing Consumer No **4141-1214-1481** represented by Sailabala Garanayak under DED, TPWODL, Deogarh stated about revision of bill and electricity bill generated for Rs 18,431/- in Jun'2023.

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

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted w/s dtd. 05.08.2024, PVR dtd. 29.07.2024 and ledger copy for the period from Aug'2019 to Jun'2024 in this case.

OBSERVATION

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 0.25kw with initial date of p/s 30.08.2015 as seen from the FG data base/ Samadhan App. The complainant has raised objection on billing dispute as mentioned in the gist. Although, p/s has been effected on 30.08.2015 but the 1st bill was generated in Aug'2019 with reference to consumption recorded in meter sl. no."811611" for billing unit "1218" but only levied FC of Rs 3,899/- that it belongs to KTJ category and levy of FC continued upto Jun'2022 where found in Jun'2023 the kwh reading was "5844". It is sure that, the consumption of "5844" units have been consumed by the complainant from the date of p/s to Jun'2023 but raised the bill for "5843" units in Jun'2023 which means to consumption from Jul'2022 to Jun'2023 might be incorrect. If we calculate the average consumption should be 63.93 units from the date of p/s to Jun'2023 considering the recording consumption of "5844" units with IMR as "1" hence the category should not be coming under KTJ but treated as domestic since date of its initial p/s. The bills were so served since Jul'2023 to till date is very ambiguous and found the meter is not function properly needs replacement of the meter by installing a new meter.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill for the period from 30.08.2015 to Jun'2023 basing on the consumption recorded in meter sl. no." 811611" by spread over the reading of "5844" with IMR as "1" in between the periods with its daily/monthly actual average consumption thereof(1st) as well as for the period from Jul'2023 to till date after installation of a new meter taking the consumption accordingly with reference to Reg.155 of OERC Distribution (Conditions of Supply) Code,2019(2nd part) .

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 of the consumer for the period from 30.08.2015 to Jun'2023 basing on the consumption recorded in meter sl. no." 811611" by spread over the reading of "5844" with IMR as "1" in between the periods with its daily/monthly actual average consumption thereof as well as for the period from Jul'2023 to till date after installation of a new meter taking the consumption accordingly with reference to Reg.155 of OERC Distribution (Conditions of Supply) Code,2019 .
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 for 1st part and seven months for 2nd part 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) Nilanchal Garanayak, At/Po- Taranga, Ps-Reamal, Dist- Deogarh-768109.
(2) Sub-Divisional Officer (Elect.), Deogarh, TPWODL with the direction to serve one copy of the order to the Complainant/Consumer.
(3) Executive Engineer (Elect.), DED, TPWODL, Deogarh.
(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:Bhoingar, 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".