

Grievance Redressal Forum
TPWODL, BURLAQuarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, 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/DED/ (Final Order)/ 1899 (4)

Date: 30/08/24

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

1	Case No.	BRL/484/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Bishnu Sahu At/Po- Dasgharia(Paiki),Kumala Ps-Reamal, Dist- Deogarh.		4141-1264-2715	8455818180
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	30/08/24			
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- Bishnu Sahu
Represented by Gurucharan Sahu

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

GRF Case No- BRL/484/2024

(1) Bishnu Sahu
At/Po- Dasgharia(Paiki), Kumala
Ps-Reamal,
Dist- Deogarh-768109.
Consumer No.- 4141-1264-2715

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Bishnu Sahu bearing Consumer No **4141-1264-2715** represented by Gurucharan Sahu under DED, TPWODL, Deogarh stated about meter defective and 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 for the period from Apr'2013 to Jun'2024, w/s dtd. 05.08.2024, PVR dtd. 29.07.2024 in this case.

OBSERVATION

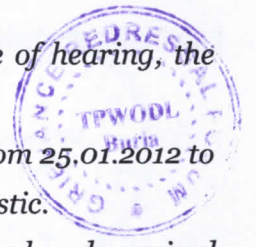
The case is pursued with all documents available in records (FG data base and Samadhan App) and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-domestic consumer having CD 0.11kw with initial date of p/s 25.01.2012 as seen from the FG data base/ Samadhan App. The complainant has raised objection on billing dispute. The first bill was served in Apr'2013 taking FC only as KTJ/BPL consumer and thereafter for May'2013 to Apr'2015 as domestic tariff and later on since May'2015 to Dec'2018 as KTJ/BPL and thereafter since Jan'2019 as domestic category. The pattern of billing during May'2013 to Apr'2015 was very absurd/irregular/incorrect. A meter bearing sl. no."LW113786" was effected in billing since Jan'2019 and continued where found the consumption pattern was \leq 30units per month at present as seen from the records from Feb'2019 to Jun'2024. The billing pattern from date of p/s to Apr'2015 is not believable by this forum as compared to the present consumption pattern. At present, the category is of KTJ/BPL not domestic. It is obvious to declared the consumer as KTJ/BPL since the date of p/s to till date and accordingly revise the bill to settle the billing dispute.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill for the period from 25.01.2012 to up to date treating the tariff as applicable to KTJ/BPL category instead of domestic.


President
Grievance Redressal Forum
TPWODL, Burla - 768107

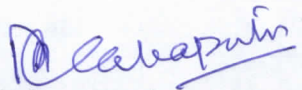
ORDER

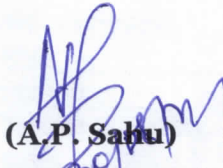
Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:




1. The Opposite Party is directed to revise the bill of the consumer for the period from 25.01.2012 to up to date treating the tariff as applicable to KTJ/BPL category instead of domestic.
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
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) Bishnu Sahu, At/Po- Dasgharia (Paiki), Kumala, Ps- Reamal, Dist- Deogarh.
(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".