

Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,

Burla, Sambalpur, Pin- 768017

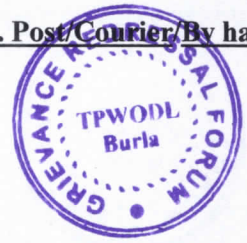
Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601**Bench: A.K.Satpathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)**

Ref: GRF/Burla/Div/JED/ (Final Order)/ 1888 (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/520/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Mahendra Goud C/O-Sameer Bhainsa At-Mudrajore Po-Mudrajore Dist- Jharsuguda 768215		4135-2808-0021	7008767495
3	Respondent/s	SDO-II(E),JED, TPWODL,Jharsuguda			Division J.E.D, TPWODL, Jharsuguda
4	Date of Application	23.08.2024			
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	23.08.2024			
9	Date of Order	29/08/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



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Place of Camp: ESO Office, Laida

Appeared

For the Complainant- Mahendra Goud
Represented by Sameer Bhainsa



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

GRF Case No- BRL/520/2024

Mahendra Goud
C/O- Sameer Bhainsa
At-Mudrajore
Po-Mudrajore
Dist- Jharsuguda.
Consumer No.- 4135-2808-0021

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

Sameer Bhainsa on behalf of Mahendra Goud has appeared the hearing on Dt. 23.08.2024 at ESO Office, Laida and submitted a written complaint wherein he has stated about billing dispute-wrong billing from March 2003 to June 2005 & request to revise/rectify the bill.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted a PVR carried on 28.08.2024 but no other relevant documents have been submitted in this case.

OBSERVATION

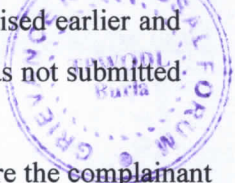
The case is pursued with all documents available in records submitted by the complainant and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-DOM consumer having CD 2.5KW with date of initial power supply 01.01.1990 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. As seen average bills were served to the complainant during the period from Jan 2003 to June 2005 where found meter SL No B1840889 was effected in billing since July 2005. Hence, revision is required to settle the billing dispute w.r.t Regulation of 155 of OERC Distribution (Conditions of Supply) Code,2019.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from July 2003 to June 2005 with IMR 311 in Jan Feb 2006 & FMR as 578 in May June 2006 with reference to consumption recorded meter SI No B1840889 w.r.t Regulation of 155 of OERC Distribution (Conditions of Supply) Code,2019 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any with proper inspection thereon as not submitted PVR.

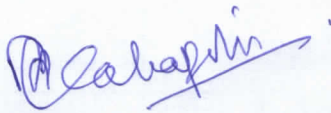
ORDER

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 July 2003 to June 2005 with IMR 311 in Jan Feb 2006 & FMR as 578 in May June 2006 with reference to consumption recorded meter SI No B1840889 w.r.t Regulation of 155 of OERC Distribution (Conditions of Supply) Code,2019 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any with proper inspection thereon as not submitted PVR.

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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. Mahendra Goud, C/O- Sameer Bhainsa, At-Mudrajore, Po-Mudrajore, Dist- Jharsuguda.
2. Sub-Divisional Officer (Elect.)-II, 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: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.orerc.org under the "head "Cases->"GRF".