

**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)/ 1902 (4)

Date: 30/08/24

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

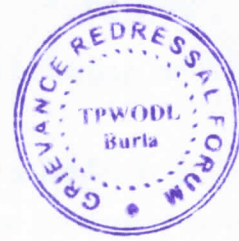
1	Case No.	BRL/523/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sanatan Biswal C/O-Manoj Ku Biswal At-Ainlamal (Patrapali) Po-Parmanpur Dist- Jharsuguda-768213		4135-2403-0276	9777776243
3	Respondent/s	SDO-II(E),JED, TPWODL,Jharsuguda			Division J.E.D, TPWODL, Jharsuguda
4	Date of 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	30/08/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			


President

Grievance Redressal Forum
TPWODL, Burla 768017

Place of Camp: ESO Office, Raghunathpali
Appeared

For the Complainant- Sanatan Biswal
Represented by Manoj Ku Biswal



For the Respondent - SDO-II(E), JED, TPWODL, Jharsuguda.
GRF Case No- BRL/523/2024

Sanatan Biswal
C/O- Manoj Ku Biswal
At-Ainlamal (Patrapali)
Po-Parmanpur
Dist- Jharsuguda.
Consumer No.- 4135-2403-0276

COMPLAINANT

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

OPPOSITE PARTY

GIST OF THE CASE

Manoj Ku Biswal on behalf of Sanatan Biswal has appeared the hearing on Dt. 23.08.2024 at ESO Office, Raghunathpali and submitted a written complaint wherein he has stated that "his shop was closed since 2021 and he was not using the power supply. The power supply was reconnected in March 2024 and the shop was operated. He complains that high billings were served while the shop was closed & request to revise/rectify the bill.

SUBMISSION OF OPPOSITE PARTY

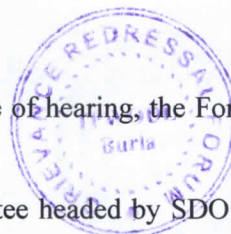
The Opposite Party has submitted a PVR carried on 28.08.2024 but no other relevant documents have been submitted in this case.

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-GP consumer having CD 1.5KW with date of initial power supply 13.02.2007 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. PL/Actual bills were served to the complainant for the period from Oct 2011 to May 2021 as per consumption recorded in meter SI No 351961 where found the KWh reading was 3468 on 16.06.2021 & thereafter PI/Act/Avg bills were served from June 2021 to May 2024 in reference to consumption recorded in meter SI No LW635520 was effected in billing in June 2021 with KWh reading of 195 on 15.06.2024. During course of hearing, it came to the notice of the Forum that although the complainant claims for non-use of power supply of the mentioned periods but also at the same time the complainant replied for some use of power supply which is contradictory to each other & the opposite party also could not able to explain about the material facts & also yet not submitted W/S in this case to this Forum. As matter is very much ambiguous hence required ^{thorough} through enquiry to arrive on the conclusion & order thereon. This Forum has gone through the PVR Dt.28.08.2024 & found unsatisfactory on the report so submitted to this PVR might not be proper & correct hence required further enquiry on the matter to arrive on the conclusion.

Hence it is the opinion of the Forum that the opposite party is supposed to conduct a thorough enquiry by a committee headed by E.E, JED consisting of SDO concern, ESO, AOC/AOT & a lineman who will submit the report about the use/non-use of power supply during the period from Nov 2021 to Jan 2024 as there was no correct meter in the installation & reading thereon and as pr the outcome the enquiry the bill of that period may be revised by opposite party either by withdrawing the bill if found not using the power supply or otherwise revise the bill accordingly.


ORDER



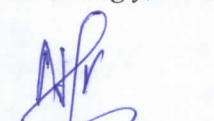
Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:

1. The Opposite Party is directed to conduct a thorough enquiry by a committee headed by SDO concern consisting of ESO, AOC/AOT & a lineman who will submit the report about the use/non-use of power supply during the period from Nov 2021 to Jan 2024 as there was no correct meter in the installation & reading thereon and as per the outcome the enquiry the bill of that period may be revised by opposite party either by withdrawing the bill if found not using the power supply or otherwise revise the bill accordingly.
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


(A.P. Sahu)
Member (Finance)
Member


(A.K. Satpathy)

President
President

Copy to:
Grievance Redressal Forum
TPWODL, Burla - 768017

Grievance Redressal Forum
TPWODL, Burla - 768017

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Sanatan Biswal, C/O- Manoj Ku Biswal, At-Ainlamal (Patrapali), Po-Parmanpur, 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.orierc.org under the "head "Cases->"GRF".