

Grievance Redressal Forum

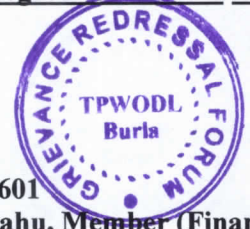
TPWODL, BURLA

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)/ 1901 (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/524/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Kishor Pradhan At/Po-Raghunathpali Dist- Jharsuguda 768213		4135-2401-1519	8018282093
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			

Place of Camp: ESO Office, Raghunathpali



Appeared

For the Complainant- Kishor Pradhan

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

GRF Case No- BRL/524/2024

Kishor Pradhan

At/Po-Raghunathpali

Dist- Jharsuguda.

Consumer No.- 4135-2401-1519

VRS

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

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Kishor Pradhan has appeared the hearing on Dt. 23.08.2024 at ESO Office, Raghunathpali and submitted a written complaint wherein he has stated about billing dispute- higher billing in meter SL No WLT100416 and deposited the meter testing fees & 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.

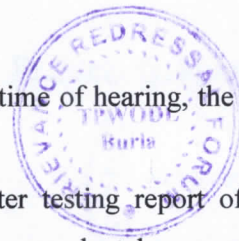
OBSERVATION

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 2KW with date of initial power supply 08.10.2002 as seen from FG/Samadhan App. The complainant has raised objection as mentioned in GIST with prayer to revise the bill. Meanwhile, the meter SI No WLT100416 was effected in billing during April May 2018 & continuing at present in the premises of the complainant with advanced reading time to time where found billing were generated & served to the complainant on Act/PI basis with adjustment of PI billing wherever required so found billings were OK in nature. However, the complainant has doubt on the billing as well as efficiency of the meter & accordingly deposited an amount of Rs.590.00 on 14.08.2024 vide receipt No 44771114082401040007 towards meter testing fees. As seen from the PVR Dt. 28.08.2024 the opposite party has already been E-mailed to MRT, Jharsuguda for meter testing on 30.08.2024. As reported in PVR by opposite party, in 2019 penalty has been lodged due to by pass of the meter for which the opposite party is having the right to take decision being the assessing officer or otherwise the complainant may approach to Electrical Inspector as penalty matter in not coming under purview of this Forum.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill after obtaining meter testing report of competent authority and if found any incorrect/inefficiency in meter or any deviation may be taken care for revision of bill as per law or otherwise if the error counts within the limitation may not opt for any revision rather asked to the complainant to clear the dues.


President
Grievance Redressal Forum
TPWODL, Burla - 768017

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 after obtaining meter testing report of competent authority and if found any incorrect/inefficiency in meter or any deviation may be taken care for revision of bill as per law or otherwise if the error counts within the limitation may not opt for any revision rather asked to the complainant to clear the dues.
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. Kishor Pradhan, A/Po-Raghunathpali, 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: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".