

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/DED/ (Final Order)/ 2044 (4)

Date: 30/09/24

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

1	Case No.	BRL/531/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Chintamani Singh At-Bhiritiasahi, Po/Dist- Deogarh.	4141-1403-0278	9437346513	
3	Respondent/s	SDO(Electrical), Deogarh	Division D.E.D, TPWODL, Deogarh		
4	Date of Application	27.08.2024			
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	27.08.2024			
9	Date of Order	30/09/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: SDO Office, TPWODL, Deogarh.



Appeared

For the Complainant- Chintamani Singh

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

GRF Case No- BRL/531/2024

(1) Chintamani Singh
At-Bhitiriasahi,
Po/Dist- Deogarh.
Consumer No.- 4141-1403-0278

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Chintamani Singh bearing Consumer No **4141-1403-0278** under DED, TPWODL, Deogarh stated about billing dispute.

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


SUBMISSION OF OPPOSITE PARTY

The Opposite Party has not submitted any relevant documents 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 2.5kw with initial date of p/s 01.01.1990 as seen from the FG data base/ Samadhan App. The complainant has raised objection on billing dispute. The above complainant was served PL/Avg. bills from May'2020 to Aug'2021. The new meter bearing sl. no. LW598905 was installed on 10.05.2021 with IMR as "o". As seen the billing was raised for 1435 units in one month i.e in Sep'2021 which is not acceptable considering the consumption of preceding and succeeding periods might be the meter has been installed some other periods than mentioned in the FG data base i.e 2 or 3 months before. As observed and in absence of meter instalment protocol it is seems as the meter was installed during Jul'2021 instead of Sep'2021 for which the opposite party has also accepted the same during hearing. In such situation, the opposite party to be looked into and revise the bill as well as the defective period assessment to be consider for adjustment as already has done for the period from May'2020 to August'2021 and debited of Rs 56,222.88/- in the billing of the complainant.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill for the period from July'2021 to Sep'2021 basing on the consumption recorded in meter sl. no." LW598905" taking IMR as "o" kwh and FMR as "1435" kwh and for the period from May'2020 to Jun'21 basing on the consumption recorded in meter sl. no." LW598905" taking IMR as "o" kwh in Jul'2021 and FMR as "2929" Dec'2021 kwh with its daily/monthly actual average consumption thereof with considering the adjustment of defective period assessment amount has already been debited to the complainant with effect the Dr/Cr amount to the complainant accordingly as per accounting principle and prevailing law.


President
Grievance Redressal Forum
TPWODL, Burla - 768017


ORDER

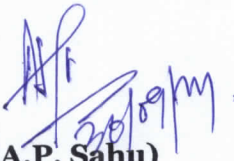
Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:




1. The Opposite Party is directed to revise the bill of the consumer for the period from July'2021 to Sep'2021 basing on the consumption recorded in meter sl. no." LW598905" taking IMR as "0" kwh and FMR as "1435" kwh and for the period from May'2020 to Jun'21 basing on the consumption recorded in meter sl. no." LW598905" taking IMR as "0" kwh in Jul'2021 and FMR as "2929" Dec'2021 kwh with its daily/monthly actual average consumption thereof with considering the adjustment of defective period assessment amount has already been debited to the complainant with effect the Dr/Cr amount to the complainant accordingly as per accounting principle and prevailing law.
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) Chintamani Singh, At-Bhitiriasahi, Po/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.

Complainant is aggrieved order by this order of 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,
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”.


President
Grievance Redressal Forum
IPWODL, Burla - 768017

