

Grievance Redressal Forum
TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Bargarh, Pin- 768017

Email: 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/JED/ (Final Order)/ 2062 (4)

Date: 30/09/24

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

1	Case No.	BRL/681/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Tarun Kumar Pandey Shantinagar Dist-Jharsuguda-768202			9438660494
3	Respondent/s	S.D.O (E)-I,Jharsuguda		Division J.E.D, TPWODL, Jharsuguda	
4	Date of Application	18.09.2024			
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	18.09.2024			
9	Date of Order	30/09/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



Appeared

For the Complainant- Tarun Kumar Pandey

For the Respondent - S.D.O (E)-I, Jharsuguda

GRF Case No- BRL/681/2024

Tarun Kumar Pandey

Shantinagar

Dist-Jharsuguda

VRS

S.D.O (E)-I, Jharsuguda

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Tarun Kumar Pandey has appeared in the hearing on Dt. 18.05.2024 at the camp held at SDO-I Office, Jharsuguda and submitted a written complaint wherein he has stated about billing dispute and request to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted the PVR carried out on Dt. 30.09.2024 but not submitted any other relevant documents in this case.

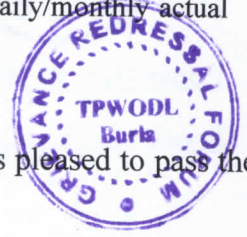
OBSERVATION

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 of 2KW with date of initial power supply on Dt.12.11.2007 through meter SL No 0353219 presently billing status is disconnected as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. The above complainant has been served actual billing in the mentioned meter up to April 2011 with zero-unit billing since Aug 2008 to Sept 2009 only FC was taken in Aug 2008. Further, it is seen that from May 2011 to Feb 2012 PL bills were served to the complainant where it is found that zero units of billing from March 2012 to Feb 2014 and thereafter PL bills from March 2014 to Dec 2016 has been detected by this Forum from the billing data base where it is found Rs.24443.50 & Rs.977.79 was withdrawn towards EC & ED from the billing with outstanding of Rs.15549.98 in Jan 2017. Since, Jan 2017 bills were going on with Fixed Cost only up to Nov 2017 & thereafter since, Nov 2017 PL bills were served up to billing month Feb 2023 & also continued up to Aug 2024. The mentioned meter is at present continue in the premises of the complainant having KWh reading of 5459 on 30.09.2024. On scrutiny it is seen that Rs.27703.68 was credited & debited on 28.02.2023 & on 20.03.2023 towards ghost consumer revision & later on reverse thereon. During course of hearing, the complainant clearly state that the power supply was disconnected in different periods & there was no use of power supply. But the meter is showing advancement on reading. The FG data base (consumer history) is showing that the power supply was LD since July 2023 to Aug 2024 (23.09.2024) with keeping outstanding Rs.88273.83. As seen from the FG records very irregular & absorbed bills were raised for 432,331,4003,1771 units from Dec-2021 to Feb 2023 where it is found the outstanding has been increased to Rs.82336.61 from Rs.33881.35 which is not at all acceptable by this Forum. Considering the material facts, data base, PVR & hearing the Forum believes that the reading in April 2011 was 3105 to be assume as correct and the advancement of meter reading with KWh reading of 5459 i.e. incremental advance reading of 2354 units (5459-3105) has been consumed by the complainant during May 2011 to 30.09.2024 excluding the LD periods shown in the billing data base where billing units were zero. In such situation the outstanding showing in the data base

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from May 2011 to June 2023 with reference to consumption recorded in meter SI No 0353219 by spread over the reading in between the periods taking IMR as 3105 & FMR as 5459 excluding the LD & zero billing periods & also leavy the fixed cost for LD & zero unit billing periods as not yet billed for with the daily/monthly actual consumption thereof, considering the adjustment of previous bill revisions if any as per law.

ORDER

After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.



1. The Opposite Party is directed to revise the bill for the periods from May 2011 to June 2023 with reference to consumption recorded in meter SI No 0353219 by spread over the reading in between the periods taking IMR as 3105 & FMR as 5459 excluding the LD & zero billing periods & also leavy the fixed cost for LD & zero unit billing periods as not yet billed for with the daily/monthly actual consumption thereof, considering the adjustment of previous bill revisions if any as per law.
2. The Opposite party is directed not to consider the bill revision for the period revised earlier and adjust the revision as per law/for the period of penalty/in both cases, if any, as applicable as it has 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 benefits of OTS scheme and rebate thereof, if any, as applicable as it has 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 into 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, serve 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 at, 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)

(A.P. Sahu)

Member (Finance)

A.K. Satapathy

(President)

President

Copy to:
Grievance Redressal Forum
TPWODL, Burla - 758017

1. Arun Kumar Pandey, Shantinagar, Dist-Jharsuguda

2. Sub-Divisional Officer (Elect.)-I, Jharsuguda, TPWODL, 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.

Grievance Redressal Forum
TPWODL, Burla - 758017

"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".)