



**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/BNED/ (Final Order)/ 2084 (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/697/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Jayaram Sagar Represented by Tukaram Luha At-Bagharachaka, Po-Gandghora Brajarajnagar Dist-Jharsuguda-768216	4171-2403-0177	8018726090	
3	Respondent/s	SDO(Electrical),Brajarajnagar, TPWODL		Division BNED, TPWODL, Sambalpur	
4	Date of Application	20.09.2024			
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	20.09.2024			
9	Date of Order	30/09/24			
10	Order in favour of	Complainant	Respondent	Others	
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: Division Office, BNED, TPWODL



Appeared

For the Complainant- Jayaram Sagar
Represented by Tukaram Luha

For the Respondent - SDO(Elect.), Brajarajnagar, TPWODL, Sambalpur.

GRF Case No- BRL/697/2024

Jayaram Sagar
C/O-Tukaram Luha
At-Bagharachaka, Po-Gandghora
Brajarajnagar,
Dist-Jharsuguda
Consumer No.- 4171-2403-0177

VRS

SDO(Elect.), Brajarajnagar, TPWODL, Sambalpur

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Tukaram Luha on behalf of Jayaram Sagar has appeared in the hearing on Dt. 20.09.2024 at Division Office, BNED and submitted a written complaint wherein he has stated that "he was living in his house since 2016 & paid the electric bill regularly. I was live in Dubai and my two brothers were lived in that house but they had not paid the electric bill & got electric connection in Soubhagya Scheme. Now I am facing difficulties in payment the electric bill as there is error in my bill" & has request to revise/rectify the bill.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has billing abstract from March-2001 to Aug 2024 but nor PVR or W/S has 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 of 3KW with date of initial power supply on Dt.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.

Sri Tukarm Luha has attended the Forum's Camp at SDO, Brajarajnagar office on 20.09.2024 & submitted a written complain wherein he has stated that, he is presently staying in his father's house at Bagharachaka where the power supply in the name of his uncle (maternal) Sri Jayamangal Sagar. He started staying there since 2016 and two of his brother 1.Tusharkan Luha 2.Kulamani Luha were also staying there. His father has expired during 2020. His Uncle Sri Jayamangal Sagar also expired in 2020 (Approx). His Uncle Sri Jayamangal Sagar has never stayed in this house and was staying in a near by house at Bagharachaka and after his expiring his son 1.Minaketan Sagar is staying in this house now where the power supply is in the name of late Sri Jhasketan Singh alias Sagar who has also expired in about 2019. During scrutiny of the ledger/Samadhan App it came to the notice of the Forum that a meter SL No WCG22863 was effected in billing during Dec 2015 & continuing till date. Further, it is seen that PL/Avg bills were served to the complainant for the period from Feb-March 2001 to Feb-March 2004 & Aug 2008 to Nov 2015. To settle the billing dispute revision is required w.r.t Regulation 155 for the period from Dec 2013 to Nov 2015. He has prayed to divide the billed amount among him and his two brothers as well as consideration of bill revision as per law.

ence, the opposite party is supposed to act as per the following direction to settle the billing dispute: -

- I. As the power supply is in the name of Sri Jaymangal Singh who is now expired, his legal heirs are now liable to make this payments and hence, his prayer may not be consider for dividing the outstanding amount among brothers.
- II. Revise the bill for the periods from Dec 2013 to Nov 2015 basing on the consumption recorded in meter SI No WCG22863 taking IMR as '0' in Dec-2015 & FMR as 877 in May-2016 with the daily/monthly actual consumption thereof, w.r.to Regulation 155 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 supposed to act as per the following direction to settle the billing dispute:-
 - I. As the power supply is in the name of Sri Jaymangal Singh who is now expired, his legal heirs are now liable to make this payments and hence, his prayer may not be consider for dividing the outstanding amount among brothers.
 - II. Revise the bill for the periods from Dec 2013 to Nov 2015 basing on the consumption recorded in meter SI No WCG22863 taking IMR as '0' in Dec-2015 & FMR as 877 in May-2016 with the daily/monthly actual consumption thereof, w.r.to Regulation 155 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.

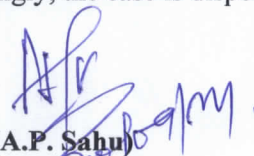


(B. Mahapatra)

(Co-Opted Member)

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. Jayaram Sagar, C/O-Tukaram Luha ,At-Bagharachaka, Po-Gandghora, Brajarajnagar,Dist-Jharsuguda
2. Sub-Divisional Officer (Elect.), Brajarajnagar, TPWODL, Jharsuguda with the direction to serve one copy of the order to the Complainant/Consumer.
3. Executive Engineer (Elect.), BNED, 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”.


President
Grievance Redressal Forum
TPWODL, Burla - 768017