

**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)/

1495 (4)

Date:

27/02/24

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

| | | | | | |
|----|--|---|---|--|---------------------------------------|
| 1 | Case No. | BRL/118 /2024 | | | |
| 2 | Complainant/s | Name & Address | | Consumer No | Contact No. |
| | | Sri Nirakara Bagar At/Po- Dholpada, Dist- Deogarh. | | 4141-1529-0556 | 9601776508 |
| 3 | Respondent/s | SDO(Electrical),Deogarh , TPWODL | | | Division D.E.D, TPWODL, Deogarh |
| 4 | Date of Application | 19.01.2024 | | | |
| 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 | 19.01.2024 | | | |
| 9 | Date of Order | 27/02/24 | | | |
| 10 | Order in favour of | Complainant | √ | Respondent | Others |
| 11 | Details of Compensation awarded, if any. | NIL | | | |

Place of Camp: Division Office, TPWODL, Deogarh.



Appeared

For the Complainant- Sri Nirakara Bagar
Represented by Sri Bholeswar Bagar

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

GRF Case No- BRL/118/2024

(1) Sri Nirakara Bagar
At/Po- Dholpada,
Dist- Deogarh.
Consumer No.- 4141-1529-0556

VRS

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

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Sri Nirakara Bagar bearing Consumer No **4141-1529-0556** represented by Sri Bholeswar Bagar under DED, TPWODL, Deogarh stated about raised very high electricity bill despite of regular payment.

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


SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted the ledger copy for the period from Oct'2014 to Dec'2023 and 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 0.11kw with initial date of p/s 18.12.2012 through meter sl. no. "811281" as seen from the FG data base. The complainant has raised objection on billing dispute with the prayer to revise the bill. As seen from the ledger, absurd bills were served during May'2016 to Jul'2021. The above complainant was served PL/Avg. bills for the period from May-Jun'2016 to Apr'2023. In the meantime, the meter sl. no." TPWODL1145976" was installed on 19.12.2022 with IMR as "zero" and MF "1". During course of hearing, the complainant has agreed to pay Rs 25,000/- on or before 22.01.2024 with the condition not to disconnect the p/s and allow suitable instalments by opposite party after revision but it is seen that the complainant has yet not paid the committed amount in time stipulation. So, for settlement of the dispute bill revision is required.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill for the period from Aug'2019 to Jul'2021 basing on the consumption recorded in meter sl. no." TPWODL1145976" taking the IMR as "120" kwh in Jun'2023 and FMR as "227" kwh in Nov'2023 and the daily/monthly actual average consumption thereof. Further, the complainant is allowed to pay Rs 25,000/- on or before 22.02.2024. The opposite party is supposed to not to disconnect the p/s and allowed suitable instalments after revision. However, on failure payment of Rs 25,000/- the opposite party may disconnect the p/s without serving further notice.

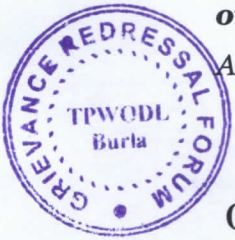

President
Grievance Redressal Forum
TPWODL, Burla - 768017

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 Aug'2019 to Jul'2021 basing on the consumption recorded in meter sl. no." TPWODL1145976" taking the IMR as "120" kwh in Jun'2023 and FMR as "227" kwh in Nov'2023 and the daily/monthly actual average consumption thereof. The opposite party is supposed to not to disconnect the p/s and allowed suitable instalments after revision. However, on failure payment of Rs 25,000/- the opposite party may disconnect the p/s without serving further notice.
2. The Complainant is directed to pay Rs 25,000/- on or before 22.02.2024 failing which the p/s will be disconnected without further notice.
3. 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.
4. 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.
5. 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.
6. 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.
7. 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.
8. **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

Copy to: - (1) Sri Nirakara Bagar, At/Po- Dholpada, Dist- Deogarh.

(2) Sub-Divisional Officer (Elect.), Deogarh, TPWODL, Deogarh 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.

(A.P. Sahu)

Member (Finance)

Member

Grievance Redressal Forum
TPWODL, Burla - 768017

(A.K. Satpathy)

President
President

Grievance Redressal Forum
TPWODL, Burla - 768017

"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.orerc.org under the "head "Cases->"GRF".