

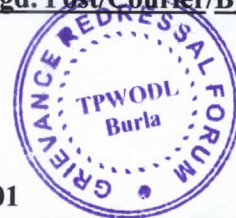
Grievance Redressal Forum

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)/ 1399 (4)

Date: 30/01/2024

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

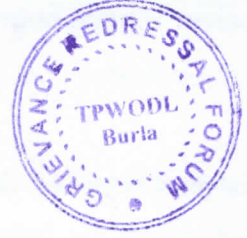
1	Case No.	BRL/24/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Smt Puspadevi Kanger C/O-Mamata Video Cassettes Represented by Sri Chaitanya Sahu Main Road, Jharsuguda Dist-Jharsuguda		4131-2109-0169	7008568517
3	Respondent/s	S.D.O (E)-I,Jharsuguda			Division J.E.D, TPWODL, Jharsuguda
4	Date of Application	17.11.2023			
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	17.11.2023			
9	Date of Order	30/01/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: SDO-I Office, Jharsuguda, TPWODL

Appeared

For the Complainant- Smt Puspadevi Kanger
Representated by Sri Chaitanya Sahu

For the Respondent - SDO-I(Electrical), Jharsuguda, TPWODL.



GRF Case No- BRL/24/2024

Smt Puspadevi Kanger
C/O-Mamata Video Cassettes
Main Road, Jharsuguda
Dist-Jharsuguda
Consumer No.- 4131-2109-0169

COMPLAINANT

VRS

(1) - SDO-I(Electrical), Jharsuguda, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Chaitanya Sahu representative of Consumer Smt Puspadevi Kanger appeared before this forum on dated 17th of November 2023 at its camp held in the office of SDO-I Jharsuguda and submitted a written complaint wherein he has stated that "Billing in average basis @335 units/month as the meter was defective, meter was replaced on on 24.11.2019 , So he has requested to revise the bill as per actual consumption"

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has not submitted any relevant documents in this case.

OBSERVATION

The case is persued 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 1.5kw with date of initial power supply 01.01.1990 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill & also expressed the displeasure. Actual/PI bills were served with adjustment since Nov-2019 to Nov-2023 as seen from the records but PL/Avg bills were served from April-2010 to May-2015 & Feb-2017 to Oct-2019. The meter SI No LW266931 was installed on 24.11.2019 with IMR as 1 & MF 1. To settle the billing dispute rectification is required.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill from considering the considering the consumption recorded in meter SI No LW266931 taking IMR as '348' in Dec-2021 & FMR as 569 in May-2022 & the daily/monthly actual average consumption thereof with reference to regulation 155 of OERC (Condition of supply) Code,2019.

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 from considering the ~~considering~~ the consumption recorded in meter SI No LW266931 taking IMR as '348' in Dec-2021 & FMR as 569 in May-2022 & the daily/monthly actual average consumption thereof with reference to regulation 155 of OERC (Condition of supply) Code,2019.

2. The Opposite party is directed not to consider the bill revision for the period already revised earlier/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.**

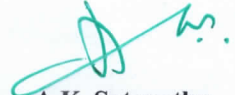
Accordingly, the case is disposed of.



B. Mahapatra
(Co-Opted Member)
Grievance Redressal Forum
TPWODL, Burla - 768017



(A.P. Sanu)
Member (Finance)
Grievance Redressal Forum
TPWODL, Burla - 768017



A.K. Satapathy
(President)
Grievance Redressal Forum
TPWODL, Burla - 768017

- Copy to:
1. Smt Puspadevi Kanger, C/O- Mamata Video Cassettes, At-Main Road, Jharsuguda, 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.

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