

**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/DED/ (Final Order)/ 1700 (4)

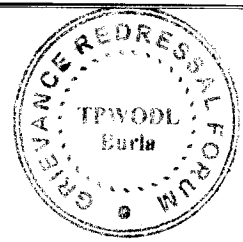
Date: 30/04/24

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

1	Case No.	BRL/304/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Kaleam Tuti C/O-Salami Tuti At-Gangajal Po-Dimirikuda Ps-Laimura Dist-Deogarh		4141-1558-0923	8480984155
3	Respondent/s	S.D.O (E),Deogarh		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	21.03.2024			
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	21.03.2024			
9	Date of Order	30/04/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

A.S.

Place of Camp: ESO Office, Tileibani, Deogarh, TPWODL



Appeared

For the Complainant- Kaleam Tuti
Represented by Salami Tuti (Daughter in law)

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

GRF Case No- BRL/304/2024

Kaleam Tuti
C/O-Salami Tuti (Daughter in law)
At-Gangajal
Po-Dimirikuda
Ps-Laimura
Dist-Deogarh
Consumer No.- 4141-1558-0923

COMPLAINANT

VRS
SDO(Electrical), Deogarh, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Salami Tuti (Daughter in law of consumer) on behalf of consumer Kaleam Tuti appeared on Dt. 21.03.2024 at the camp held at ESO Office, Tileibani and submitted a written complaint wherein she has stated billing dispute & request to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from Feb-2011 to July-2023, a PVR carried on 21.03.2024 & also submitted a written statement 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 0.11KW with date of initial power supply 26.08.2010 through meter SL No 824495 with actual reading of 850 in Nov 2014. PL bills were served from Dec-2014 to July-2016 at KTJ tariff since Aug Sept-2016 to Aug-Sept-2018 absurd bills were served to the complainant. In Aug-Sept-2018 the KWh reading was 3243. From Oct-2018 billing units were 5004 units per bi-monthly & continued up to Nov-2019. Although PI adjustment was there but found no proper adjustment. The meter readers have punched the incorrect reading due to which round completion took place but really the fact was not correct. As seen the meter SI No LW089399 was installed on 29.11.2018 with IMR '0' & MF 1 where it is seen that the KWh reading was 156 in Dec-2019 (13.01.2020). As observed from the PVR Dt.21.03.2024 of SDO, Deogarh, the power supply has been disconnected from pole and removed the meter due to arrear. Temporary power supply was given in the meter & obtain the reading thereon for revision purpose. Although the bill of the complainant is disputed one & the opposite party has not taken appropriate steps for its revision but disconnected the power supply having arrear is quite unreasonable & unlawful which to be treated as harassment to complainant by opposite party. Hence, revision is required to settle the billing dispute.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill (1) for the periods from 26.08.2010 (date of initial power supply) to 17.10.2018 (billing month Aug-Sept-2018) by spread over the reading of 3243 units with IMR '0' in reference to consumption recorded meter SI No 824495 & (2) for the period from 29.11.2018 to 13.01.2020) by taking IMR as '0' & FMR as 156 in reference to consumption

from 18.10.2018 to 28.11.2018 as per Actual average consumption so derived in second instance considering the adjustment of previous bill revisions as per law if any. Further, the opposite party is directed to reconnect the power supply immediately without taking any DC/RC fees.

ORDER

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

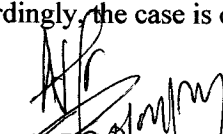
1. The Opposite Party is directed to revise the bill (1) for the periods from 26.08.2010 (date of initial power supply) to 17.10.2018 (billing month Aug-Sept-2018) by spread over the reading of 3243 units with IMR '0' in reference to consumption recorded meter SI No 824495 & (2) for the period from 29.11.2018 to 13.01.2020) by taking IMR as '0' & FMR as 156 in reference to consumption recorded meter SI No LW089399 with the daily/monthly actual consumption thereof as well as (3) for the period from 18.10.2018 to 28.11.2018 as per Actual average consumption so derived in second instance considering the adjustment of previous bill revisions as per law if any. (4) reconnect the power supply immediately without taking any DC/RC fees.
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
(Comptroller Member)

Grievance Redressal Forum
TPWODL, Burla - 768017



(A.P. Sahu)
Member (Finance)

Grievance Redressal Forum



A.K. Satapathy
(President)

Grievance Redressal Forum
TPWODL, Burla - 768017

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.

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