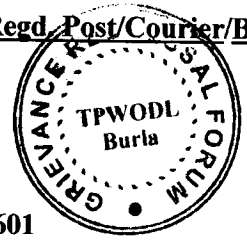


Grievance Redressal Forum
TPWODL, BURLAQuarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Bargarh, Pin- 768017Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

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



Ref: GRF/Burla/Div/DED/ (Final Order)/ 1687 cy

Date: 27/04/24

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

1	Case No.	BRL/310/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Basant Kabi At-Budhapal Po-Budhapal Ps-Kundheigola Dist-Deogarh		4140-0106-0261	7894075733
3	Respondent/s	E.E (E), DED, Deogarh, TPWODL & S.D.O (E), Deogarh		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	22.03.2024			
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	22.03.2024			
9	Date of Order	27/04/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

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

Appeared

For the Complainant- Basant Kabi

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



GRF Case No- BRL/310/2024

Basant Kabi
At-Budhupal
Po-Budhupal
Ps-Kundheigola
Dist-Deogarh
Consumer No.- 4140-0106-0261

VRS

E.E (E), DED, Deogarh, TPWODL
&
SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Basant Kabi appeared on Dt. 22.03.2024 at the camp held at ESO Office, Budhupal 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 March-2022 to Sept-2023, a PVR carried on 20.04.2024 & also submitted a written statement in this case.

OBSERVATION

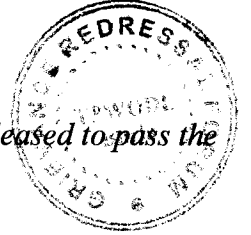
The case is pursued with all documents available in records submitted by the complainant and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-GP consumer having CD 12KW with date of initial power supply 05.03.2022 through meter SL No TPU28210 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. Meanwhile, the meter SI No 1004459 was installed on 01.09.2023 IMR '0' with the declaration meter defective replaced by new smart meter- Old meter has no display. No billing has been developed since Oct-2023 to till date. The opposite party has declared the power supply as LD since Oct-2023. Further, in W/S the opposite party has declared that the complainant is using the power supply for irrigation purpose but tariff is under general category purpose. The opposite party has failed to submit the agreement which to be properly verified by opposite party. The billing from April-2022 to May-2022 found incorrect & improper & served the bill amounting of Rs.20369.31 & Rs.40934.99 for billing unit 2592 and 2678 respectively which is not at all acceptable. The opposite party has adjusted the SD amount considering as ECL consumer without going through the billing details & rectification thereon which is treated as bad in law. In Such situation the Forum feel that bill revision is required to settle the billing dispute.

Hence it is the opinion of the Forum that the opposite party is supposed to revise the bill (i) basing on the consumption recorded in new meter bearing SL No 11004459 taking six-month consumption with its daily/monthly average consumption from the date of power supply to Sept-2023 (ii) further, as declared by opposite party the power supply to be treated as IPA instead of GP since the date of power supply after due

verification of agreement & certification thereon by authorities to confirm the same (iii) besides these the SD so adjusted treating ECL consumer to be deal either (a) either revive the SD amount so adjusted earlier or (b) ask the complainant to deposit the SD amount after convincing (iv) the RC to be taken care without DC/RC fees as because the complainant neither served the regular clear bills nor action deemed fit taken for it rectification despite request of the complainant time to time and hence fault is lying with opposite party & for that the complainant should not be penalized in any manner.

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 and act in accordance to the following manner:-
 - Basing on the consumption recorded in new meter bearing SL No 11004459 taking six-month consumption with its daily/monthly average consumption from the date of power supply to Sept'23.
 - Further, as declared by opposite party the power supply to be treated as IPA instead of GP since the date of power supply after due verification of agreement & certification thereon by authorities to confirm the same.
 - Besides these the SD so adjusted treating ECL consumer to be deal either (a) either revive the SD amount so adjusted earlier or (b) ask the complainant to deposit the SD amount after convincing.
 - The RC to be taken care without DC/RC fees as because the complainant neither served the regular clear bills nor action deemed fit taken for it rectification despite request of the complainant time to time and hence fault is lying with opposite party & for that the complainant should not be penalized in any manner.
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)
Co-opted Member

Grievance Redressal Forum
Final Order (GPF Case No. BRL/219/2024)
TPODL, Burla - 768017

A.P. Sahu
Member (Finance)
Member

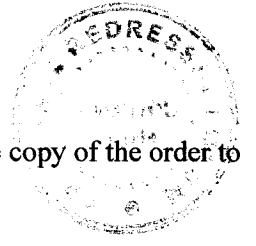
Grievance Redressal Forum
TPODL, Burla - 768017

A.K. Satapathy
(President)
President

Grievance Redressal Forum
TPODL, Burla - 768017

Copy to: -

1. Basant Kabi, At-Budhapal, Po-Budhapal, Ps-Kundheigola ,Dist-Deogarh
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: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”.)