

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)**

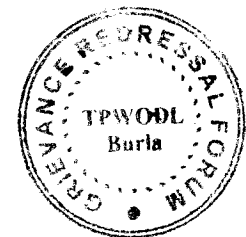
Ref: GRF/Burla/Div/DED/ (Final Order)/ 1681 CW

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/311/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Indramani Podha C/O-Rina Podha At-Jharposi Po-Karlaga Ps-Kundheigola Dist-Deogarh		4141-1353-1024	7077944216
3	Respondent/s	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, Budhapal, Deogarh, TPWODL

Appeared

For the Complainant- Indramani Podha
Represented by Rina Podha

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

GRF Case No- BRL/311/2024

Indramani Podha
C/O-Rina Podha
At-Jharposi
Po-Karlaga
Ps-Kundheigola
Dist-Deogarh
Consumer No.- 4141-1353-1024

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Rina Podha on behalf of consumer Indramani Podha appeared on Dt. 22.03.2024 at the camp held at ESO Office, Budhapal and submitted a written complaint wherein she has stated billing dispute & request to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

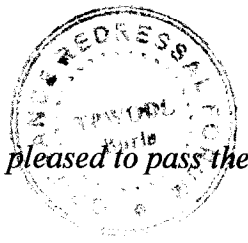
The opposite party has submitted billing abstract from Jan-2012 to Feb-2024, a PVR carried on 19.04.2024 & also submitted a written statement in this case.

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-DOM consumer having CD 0.11KW with date of initial power supply 30.10.2011 through meter SL No WESCO9063667 with IMR 1 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 LW415340 was installed on 30.01.2020 IMR '0' & MF 1. Act/PI bills were served with billing unit 3000 in April May 2016 & 2458 in Aug 2016 with Kwh reading of 5458 in meter SI No WESCO9063667. Further, PI /Avg bills were served for the period Jan-2019 to Dec-2019 yet pending for rectification also. 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 for the periods from 30.11.2011 to 05.09.2016 (billing month Aug 2016) by spread over the reading of 5458 units with IMR '1' in reference to consumption recorded meter SI No WESCO9063667 and for the period from Jan 2019 to Dec-2019 considering the consumption recorded in meter SL No LW415340 taking IMR as 11 in March-April-2020 and FMR as 53 in July-Aug-2020 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any.

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 for the periods from 30.11.2011 to 05.09.2016 (billing month Aug 2016) by spread over the reading of 5458 units with IMR '1' in reference to consumption recorded meter SI No WESCO9063667 and for the period from Jan 2019 to Dec-2019 considering the consumption recorded in meter SL No LW415340 taking IMR as 11 in March-April-2020 and FMR as 53 in July-Aug-2020 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any.
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
TPWODL, Burla - 768017

(A.P. Sahu)
Member (Finance)
Member

Grievance Redressal Forum
TPWODL, Burla - 768017

A.K. Satapathy
(President)
President

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Indramani Podha, C/O-Rina Podha, At-Jharposi, Po-Karlaga, 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.orerc.org under the "head "Cases-> "GRF".)