

Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: 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/JED/ (Final Order)/ 1730 (4)

Date: 30/04/24

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

1	Case No.	BRL/331/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Pratima Padhan At/Po- Qtr No-E/04, SDO Colony, Dist- Jharsuguda.		4131-2303-0516	7008083762
3	Respondent/s	SDO(Electrical)-I, TPWODL,Jharsuguda		Division J.E.D, TPWODL, Jharsuguda	
4	Date of Application	23.04.2024			
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	23.04.2024			
9	Date of Order	30/04/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



Place of Camp: ESO Office, Kacheri Road, TPWODL, Jharsuguda.

Appeared

For the Complainant- Pratima Padhan

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

GRF Case No- BRL/331/2024

- (1) Pratima Padhan
At/Po- Qtr No-E/04, SDO Colony
Dist- Jharsuguda.
Consumer No.- 4131-2303-0516

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complainant filed the petition in the name of Pratima Padhan bearing Consumer No **4131-2303-0516** under JED, TPWODL, Jharsuguda stated about billing dispute.

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

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has 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 2.5kw with initial date of p/s 08.12.2009 as seen from the FG data base/Samadhan App. The complainant has raised objection on billing dispute. The above complainant was served actual bills upto billing month May'2019 with kwh reading of "11352" on 23.06.2019. The meter sl. no "319286" was installed on 03.09.2020 with IMR as "zero" and MF "1" and meter sl. no "TWSP51029421" was installed on 31.08.2023 with IMR as "zero" and MF "1" and the old kwh reading was "13576". It is seen that the IMR was "0" on 03.06.2020 and FMR was "13576" on 31.08.2023. Since, Jun'2019 to Jun'2021 PL bills and from Jul'2019 to May'2020 LD has been seen by this Forum from the records where was the actual reading in Jul'2021(24.08.2021) was "11727". In Jul'2021, the billing unit was "11727" with kwh reading of "11727" instead of taking IMR as "11352" but consider the IMR as "0" hence developed the wrong billing with wrong arrear. The quarter was allotted on 25.03.2020 vide Ltr. No.3213 issued by Asst. Collector, Jharsuguda where the complainant has agreed that she has taken possession on 01.04.2020 but has failed to submit the documentary evidence in its support from the competent authority. However, during the course of hearing it came to the notice of the Forum that the security amount was deposited after taking possession of the quarter and use of P/s mostly during Jun'2020 but yet not submitted any relevant documents by both parties for verification. In such situation, the date of possession of the quarter to be considered as the date of allotment as 25.03.2020 and the complainant is liable to pay since 25.03.2020 the dues to the opposite party not before that. The outstanding upto Feb'2020 billing month (24.03.2020) was Rs 436.29/- excluding FC for the LD periods to be added accordingly for which the present complainant is not liable to pay the same may be collected from the authority/previous occupier as per law. Since, billing month Mar'2020(25.03.2020) to onward periods the complainant is liable to pay the same to opposite party with FC for LD periods during its tenure. So, for settlement of the dispute bill revision is required.

As the opposite party has not submitted the PVR, w/s etc required for the purpose and to avoid delay this Forum prefers to pass the order as ex-parte with warning to the opposite party not to repeat the same henceforth.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill for the period from Jun'2019 to Jul'2021(24.06.2019 to 24.08.2021) taking IMR as "11352" and FMR as "11727" kwh excluding LD period from Jul'2019 to May'2020 and for the period from 25.08.2021 to 18.08.2023(Jul'2023) with IMR "11727" and FMR as "13507" basing on the consumption recorded in meter sl. no." 319286" as well as for the period from 19.08.2023 to 23.09.2023 by spread over the units consumption of "171"(102 in new meter (TWSP51029421)+Balance units in old meter (319286) 13576-13507=69) with its daily/monthly actual average consumption thereof. Further, the opposite will claim the dues from 25.03.2020 to up to date including FC for LD periods fall on the above periods as well as levy the FC for LD periods upto 24.03.2020 and take steps to collect from Asst. Collector, Jharsuguda/previous occupier as the case may be as per law and transfer the balance outstanding so derived upto 24.03.2020 to inoperative account to serve the clear bill to complainant. The complainant is liable to pay the outstanding dues from 25.03.2020 to up to date after due revision thereon by opposite party with serving proper bill for the same.

ORDER

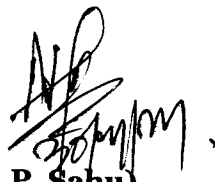
Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:

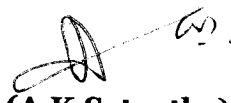
1. *The Opposite Party is directed to revise the bill of the consumer in the following manner: -*
 - a. *For the period from Jun'2019 to Jul'2021(24.06.2019 to 24.08.2021) taking IMR as "11352" and FMR as "11727" kwh excluding LD period from Jul'2019 to May'2020 basing on the consumption recorded in meter sl. no." 319286" with its daily/monthly actual average consumption thereof.*
 - b. *For the period from 25.08.2021 to 18.08.2023(Jul'2023) with IMR "11727" and FMR as "13507" basing on the consumption recorded in meter sl. no." 319286" with its daily/monthly actual average consumption thereof.*
 - c. *For the period from 19.08.2023 to 23.09.2023 by spread over the units consumption of "171"(102 in new meter (TWSP51029421)+Balance units in old meter (319286) 13576-13507=69) with its daily/monthly actual average consumption thereof.*
2. *The Opposite Party is directed to claim the dues from 25.03.2020 to up to date including FC for LD periods fall on the above periods as well as levy the FC for LD periods upto 24.03.2020 and take steps to collect from Asst. Collector, Jharsuguda/previous occupier as the case may be as per law and transfer the balance outstanding so derived upto 24.03.2020 to inoperative account to serve the clear bill to complainant.*
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 from 25.03.2020 to up to date, 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)


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


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

- Copy to: -** (1) Pratima Padhan, At/Po- Qtr No-E/04, SDO Colony, Dist- Jharsuguda.
(2) Sub-Divisional Officer (Elect.)-I, TPWODL, Jharsuguda 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.orierc.org under the "head "Cases->"GRF".