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Grievance Redressal Forum
TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017

Email: 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)/ 1717(4)

Date: 30/04/24

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

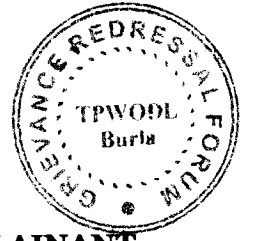
1	Case No.	BRL/335/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Chandrabhanu Laria At/Po- Dumerdihi, Bagdihi, Dist- Jharsuguda.	4131-2706-0004	8984825130	
3	Respondent/s	SDO(Electrical)-I, TPWODL, Jharsuguda		Division J.E.D, TPWODL, Jharsuguda	
4	Date of Application	23.04.2024			
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, Bagdihi, TPWODL, Jharsuguda.

Appeared

For the Complainant- Chandrabhanu Laria

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



GRF Case No- BRL/335/2024

(1) Chandrabhanu Laria
At/Po- Dumerdihi, Bagdihi,
Dist- Jharsuguda.
Consumer No.- 4131-2706-0004

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complainant filed the petition in the name of Chandrabhanu Laria bearing Consumer No **4131-2706-0004** 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 submitted PVR dtd. 18.11.2023 and in Jan'2024, ledger copy along with photograph of meter send by ESO, Bagdihi with the remarks no display found during inspection 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 2kw with initial date of p/s 01.01.1990 as seen from the FG data base/Samadhan App. The complainant has raised objection on billing dispute. The meter sl. no "TWSP51005315" was installed on 19.08.2023 with IMR as "zero" and MF "1" with old kwh "9897" where the meter sl. no."WUV21493" was in billing since Oc-Nov'2017. Actual bills were served upto May'2023(11.06.2023) with kwh reading of "9897" with billing unit "8901" and thereafter billing units were 1185, 67 and 41 in Jun'2023 and Jul'2023 and Aug'2023 respectively. PL/Avg. bills were seen for other periods also. The billings so served were served seems to be improper. So, for settlement of the dispute bill revision is required.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill for the period from 18.10.2017 to 11.06.2023 basing on the consumption recorded in meter sl. no." WUV21493" by spread over the readings of "9897" with IMR as "0" kwh, for the period from 12.06.2023 to 18.08.2023 taking IMR as "0" kwh on 19.08.2023 and FMR as "75" kwh on 02.03.2024 and for the period from 19.08.2023 to 06.09.2023 taking IMR as "0" kwh and FMR as "7" kwh basing on the consumption recorded in meter sl. no." TWSP51005315" as well as for other periods 22 months as already done for 02 months out of 22 months with reference to regulation 155 with its daily/monthly actual average consumption thereof.

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 for the period from 18.10.2017 to 11.06.2023 basing on the consumption recorded in meter sl. no." WUV21493" by spread over the readings of "9897" with IMR as "0"kwh, for the period from 12.06.2023 to 18.08.2023 taking IMR as "0"kwh on 19.08.2023 and FMR as "75"kwh on 02.03.2024 and for the period from 19.08.2023 to 06.09.2023 taking IMR as "0"kwh and FMR as "7"kwh basing on the consumption recorded in meter sl. no." TWSP51005315" as well as for other periods 22 months as already done for 02 months out of 22 months with reference to regulation 155 with its daily/monthly actual average consumption thereof.
2. 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.
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. Satpathy)

President
President
Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: - (1) Chandrabhanu Laria, At/Po- Dumerdihi, Bagdihi, 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.orienc.org under the "head "Cases->"GRF".