

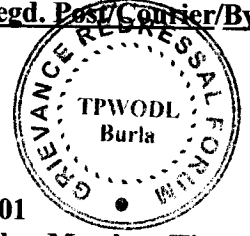
By Regd. Post/Courier/By hand

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)



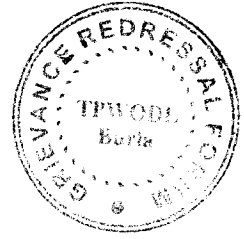
Ref: GRF/Burla/Div/JED/ (Final Order)/ 1736 (4)

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/341/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Tula Bhoi C/o Late Udhaba Bhoi At/Po- Badmal, Dist- Jharsuguda.		4135-2603-0853	
3	Respondent/s	SDO(Electrical)-II, TPWODL,Jharsuguda		Division J.E.D, TPWODL, Jharsuguda	
4	Date of Application	24.04.2024			
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	24.04.2024			
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: Division Office, TPWODL, Jharsuguda.



Appeared

For the Complainant- Tula Bhoi

W/o Late Udhaba Bhoi

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

GRF Case No- BRL/341/2024

(1) Tula Bhoi

At/Po- Badmal,

Dist- Jharsuguda.

Consumer No.- 4135-2603-0853

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complainant filed the petition in the name of Tula Bhoi C/o Late Udhaba Bhoi bearing Consumer No **4135-2603-0853** 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

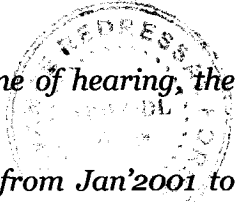
The Opposite Party has not submitted any relevant documents in this case.

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 1.5kw 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. From the records it is seen that, the complainant was a KTJ consumer earlier and p/s has been released without meter. The ledger is showing that outstanding upto Dec'2000 was of Rs 4452.20/-. Thereafter, average bills were continuing upto May'2015. Since Jun'2015 bills were served with actual/PL/Avg. as per consumption recorded in meter sl. no."WCS09102". It is also seen that, the kwh reading of "2908" in Feb'2017, In Dec'2023 actual bill has been served for kwh reading of "2925" with billing unit "o". There is LD since Jan'2024 to Mar'2024. The complainant has been served KTJ billing from Jan-Feb'2001 to Jul-Aug'2002 without meter, Sep-Oct'2002 to Nov-Dec'2003@288 monthly/bi-monthly without meter, Jan-Feb'2004 to Apr-May'2015@ 288/144 etc monthly/bi-monthly, Jun'2015 to Jan-Feb'2016 with kwh reading 1381 and billing units 501 in reference to consumption recorded in meter sl. no." WCS09102". During course of verification, it is seen that the kwh reading was 2925 for the period from Jun'2015 to Dec'2023 where found the average consumption units was 28.67 or say 29 units per month. Therefore, the Forum feels that the complainant is using the p/s within 30units of limit given for KTJ category. So, for settlement of the dispute bill revision is required.

Hence, the Forum is in the opinion that the Opposite party is supposed to treat the complainant as KTJ category from Jan'2001 to Dec'2023 and bill to be raised accordingly as per KTJ tariff and revise the bill by withdrawing the billings. Further, the legal heir Tula Bhoi has agreed to pay Rs 15,000/- to obtained the p/s where the opposite party was present and confirmed the same.

ORDER

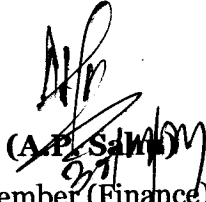



Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:

1. The Opposite Party is directed to revise the bill considering KTJ category from Jan'2001 to Dec'2023 and bill to be raised accordingly as per KTJ tariff and withdraw the amount from the billings and re-connect the p/s accepting Rs 15,000/- from the complainant.
2. The representative of the complainant directed to pay Rs 15,000/- to avail the p/s.
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, 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. Samal)
Member (Finance)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017


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

- Copy to:** - (1) Tula Bhoi, C/o- Late Udhaba Bhoi At/Po- Badmal, Dist- Jharsuguda.
(2) Sub-Divisional Officer (Elect.)-II, 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:Bhoiagar, 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".