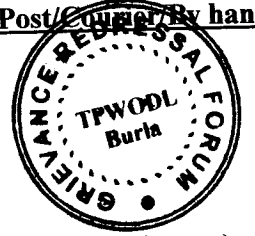


By Regd. Post/ ~~By hand~~

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)

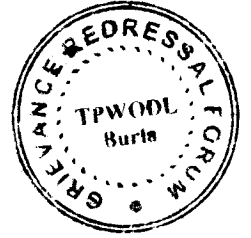
Ref: GRF/Burla/Div/JED/ (Final Order)/ 1805 (4)

Date: 30/06/24

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

1	Case No.	BRL/344/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Suresh Patel At/Po- Aindharimunda, Babuchhipidhi, Dist- Jharsuguda.		4130-0103-5113	8249292096
3	Respondent/s	EE(Electrical), JED, 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	30/06/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: Division Office, JED, TPWODL, Jharsuguda.



Appeared

For the Complainant- Sri Suresh Patel

For the Respondent - EE(Elect.), JED, TPWODL, Jharsuguda.

GRF Case No- BRL/344/2024

(1) Sri Suresh Patel
At/Po- Aindharimunda, Babuchhipidhi,
Dist- Jharsuguda.
Consumer No.- 4130-0103-5113

COMPLAINANT

VRS

(1) EE(Elect.), JED, TPWODL, Jharsuguda

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Sri Suresh Patel bearing Consumer No **4130-0103-5113** 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 except PVR dtd.03.05.2024 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-IPA consumer having CD 2.25KW with date of initial power supply 28.09.2017 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. First bill was generated for 6588 units where it is seen that the FC was Rs.3976.00. Avg bills were served to the complainant from the date of power supply to Aug-2021 & '0' unit of billing from Sept-2021 to March-2022 & Oct-2022 to April-2023. Meanwhile, the meter SI No TPU34287 was installed on 31.03.2022 IMR '0' & MF 1. The opposite party has provided the power supply violating regulation 97(ii) of OERC Distribution (Conditions of Supply) Code, 2019. In this case 97(iii) (b) & 151(vii) may be referred by both parties. However, for the interest of the complainant the opposite party has provided the power supply without meter but no action has been taken by opposite party to install the meter in the premises of the complainant although such long period has ben lapse. As seen, the meter SL No TPU34287 was installed on 31.03.2022. during course of hearing the complainant has raised objection on technical problems occur both in LT & HT network time to time & in a frequent manner due to which the complainant is suffering a lot. Further, in the course of hearing t came to notice of the Forum that there are five borewell points in that substation using the power supply out of which only bill for 02 No of consumer has been generated & 03 Nos yet pending for generate. On the day of hearing on 24.04.2024 both parties have been taken into consideration & after discussion the complainant has agreed to pay of Rs.10000.00 towards outstanding dues & also insist to other (04 No of users) to pay Rs.10000.00 each as well as extended support to opposite party for generation of the bill of 03 Nos of consumers yet pending & the opposite party has also agreed on the same. Hence, revision is required to settle the billing dispute.

Hence it is the opinion of the Forum that the opposite party is liable to act as per the following directions of this Forum:-

- A. Revise the bill from date of power supply (28.09.2017) to 30.03.2022 as per consumption of new meter considering the actual Avg consumption of six consecutive months consumption.
- B. Attend the technical problem immediately for both LT & HT network to avoid frequent problems so that the complainant will be provided uninterrupted power supply.
- C. Adequate steps to be taken for generate of bill for 03 Nos of consumer yet pending but utilising the power supply from that sub satiation.
- D. The complainant is supposed to pay Rs.10000.00 out of arrear & balance through instalment on application to opposite party & sanctioned thereon but after revision of the bill.
- E. The complainant is supposed to extend the support to collect Rs,10000.00 from each user /consumer as agreed during course of hearing.
- F. Consider the adjustment of previous bill revisions as per law if any.



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 as per the following directions of this Forum:-
 - A. Revise the bill from date of power supply (28.09.2017) to 30.03.2022 as per consumption of new meter considering the actual Avg consumption of six consecutive months consumption.
 - B. Attend the technical problem immediately for both LT & HT network to avoid frequent problems so that the complainant will be provided uninterrupted power supply.
 - C. Adequate steps to be taken for generate of bill for 03 Nos of consumer yet pending but utilising the power supply from that sub satiation.
 - D. The complainant is supposed to pay Rs.10000.00 out of arrear & balance through instalment on application to opposite party & sanctioned thereon but after revision of the bill.
 - E. The complainant is supposed to extend the support to collect Rs,10000.00 from each user /consumer as agreed during course of hearing.
 - F. Consider 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 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
Grievance Redressal Forum

(A.P. Sahu)

Member (Finance)
Grievance Redressal Forum

(A.K. Satpathy)

President
President

Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: (1) S.P. Suresh Patel, At/Po- Aindhanimunda, Babuchimpidhi, 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: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".