

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.Satapathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)

Ref: GRF/Burla/Div/DED/ (Final Order)/ 144(y)

Date: 31/01/2024

Present:

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

1	Case No.	BRL/38/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Brun Ku Kunwar S/O Late Gobardhan Kunwar (Consumer) Bhaludari Pada, Terendakata, Tileibani Dist-Deogarh	4141-1554-1131	9178397197	
3	Respondent/s	SDO (Electrical), Deogarh, TPWODL		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	22.12.2023			
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	22.12.2023			
9	Date of Order	31/01/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: Division Office, DED, Deogarh, TPWODL

Appeared

For the Complainant- Sri Brun Ku Kunwar
Representative of Late Gobardhan Kunwar (Consumer)

For the Respondent – SDO (Electrical), Deogarh, TPWODL

GRF Case No- BRL/38/2024

Sri Brun Ku Kunwar
S/O Late Gobardhan Kunwar (Consumer)
Bhaludari Pada, Terendakata, Tileibani
Dist- Deogarh.
Consumer No-4141-1554-1131

COMPLAINAN

VRS

(1) SDO (Elect.), DED, Deogarh, TPWODL

OPPOSITE PART

GIST OF THE CASE

Sri Brun Ku Kunwar on behalf of consumer late Gobardhan Kunwar appeared on Dt. 22.12.2023 at the camp held on Division Office, DED, Deogarh and submitted a written complaint wherein he has stated about billing dispute & prays to rectify/revise the bill.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted billing abstract from Dec-2014 to Oct-2023 and PVR carried on 03.01.2024 where it is found that meter SL No is LW569621 with CMR is 1365KWh having meter status OK and remarks given by concern authorities that “no bypass or hooking found at site but consumer supply is disconnected due to high arrear & request to revise the bill if scope is available”. The opposite party has also submitted written statement in this case.

OBSERVATION

The case is persued 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 0.03kw with date of initial power supply 11.12.2011 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill & also expressed the displeasure. The first bill was generated in Nov-Dec-2014 with PL as seen from fixed cost so levied. Actual/PI/Avg bills were served since date of power supply to Sept-Oct-2020 in monthly/bimonthly per month as per records. The actual KWh was 7661 on 14.11.2019m (Sept-Oct-2019 billing) with billing unit 4223 units in reference to consumption recorded in meter SI No 854627. The billing system has been seen & observed that the opposite party was failed to serve the bill with proper meter reading time to time which has happened due to laces lying with meter readers due to lack up control over them. Further, the meter reader punched CMR as 3438 less than the previous meter reading due to which rounded up took place & billed for 6070 units in Jan 2019. Hence bill revision is required for settlement the billing dispute.

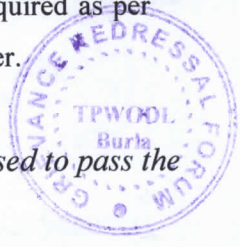
Hence it is the opinion of the Forum that the opposite party is liable to revise the bill by spread over the reading of 7661 with IMR ‘1’ in between the periods from 11.12.2011 to 14.11.2019 in reference to meter SI No 854627 & for the period from Jan-2020 to Oct-2020 with reference to regulation 155 considering the consumption recorded in the meter SI No LW569621 was installed on 17.12.2020 with the daily/monthly actual



average consumption thereof as well as steps to be taken to withdraw the PL bills where ever required as per applicability as yet not done except two months withdrawal due to constrain in billing software earlier.

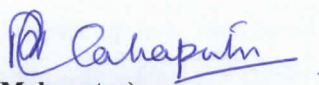
ORDER

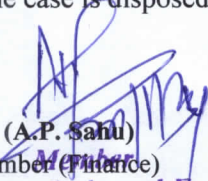
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.




1. The Opposite Party is directed to revise the bill by spread over the reading of 7661 with IMR '1' in between the periods from 11.12.2011 to 14.11.2019 in reference to meter SI No 854627 & for the period from Jan-2020 to Oct-2020 with reference to regulation 155 considering the consumption recorded in the meter SI No LW569621 was installed on 17.12.2020 with the daily/monthly actual average consumption thereof as well as steps to be taken to withdraw the PL bills where ever required as per applicability as yet not done except two months withdrawal due to constrain in billing software earlier.
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)
Grievance Redressal Forum
TPWODL, Burla - 768017


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


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

1. Sri Brun Ku Kunwar , S/O Late Gobardhan Kunwar , Bhaludari Pada, Terendakata, Tileibani, Dist- Deogarh.
2. Sub-Divisional Officer (Elect.), Deogarh, TPWODL, Deogarh with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), DED, Deogath. TPWODL.
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:Bhoingar, 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”.