

Grievance Redressal Forum
TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Bargarh, 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/JED/ (Final Order)/ 1804 (4)

Date: 30/06/24

Present:

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

1	Case No.	BRL/388/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Late Sushil Dash (Consumer) C/O-Ranjan Dash At/Po-Turei Via-Kesaibahal Dist-Sambalpur		4132-3506-0431	9777099001
3	Respondent/s	S.D.O (E),Kuchinda		Division J.E.D, TPWODL, Jharsuguda	
4	Date of Application	17.05.2024			
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	17.05.2024			
9	Date of Order	30/06/24			
10	Order in favour of	Complainant	N	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



Place of Camp: SDO Office, Kuchinda, TPWODL

Appeared

For the Complainant- Ranjan Dash
Representative of Late Sushil Das (Consumer)

For the Respondent - SDO(Electrical),Kuchinda, TPWODL.

GRF Case No- BRL/388/2024

Late Sushil Das (Consumer)
C/O Ranjan Dash (Son)
At/Po-Turei
Via-Kesaibahal
Dist-Sambalpur
Con No-4132-3506-0431

VRS

SDO(Electrical), Kuchinda, TPWODL.

COMPLAINANT

OPPOSITE PARTY

Ranjan Dash representative of consumer Late Sushil Dash has appeared on Dt. 17.05.2024 at the camp held at SDO Office, Kuchinda and submitted a written complaint wherein he has stated about billing dispute & requested to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

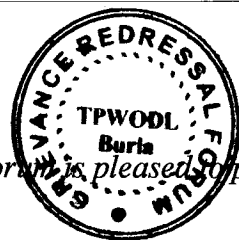
The opposite party has not submitted any relevant document in this case.

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-DOM consumer having CD 0.06KW with date of initial power supply 04.10.2005 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. PI/Act bills were served to the complainant for the period from April-May-2006 to Sept-Oct-2015 with KWh reading of 1469 in reference to consumption recorded in meter SI No 1954561 was effected in billing. PI/Avg bills were served to the complainant for the period from Nov-Dec-2015 to July-Aug-2018. Meter SI No LW056997 was in billing in Aug-Sept-2018 & continuing till date with advance reading time to time with actual/PI bills with adjustment of PI amount. However, as observed table readings were served time to time as meter readers were not doing their job properly & the opposite party has not taken to rectify the same due to many reasons involved thereon. Hence, revision is required to settle the billing dispute. As this case has been file on 17.05.2024 & till date no response by opposite party for submission of documents hence, this Forum prefers to pass experte order to avoid further delay.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from April-2006 to Oct-2015 by spread over the reading of 1469 units with IMR '0' KWh in reference to consumption recorded meter SI No 1954561 with the daily/monthly actual consumption thereof & other periods as per law considering the adjustment of previous bill revisions if any.

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 for the periods from April-2006 to Oct-2015 by spread over the reading of 1469 units with IMR '0' KWh in reference to consumption recorded meter SI No 1954561 & with the daily/monthly actual consumption thereof & other periods as per law considering the adjustment of previous bill revisions if any.
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)
Co-opted Member

Grievance Redressal Forum
TPWODL, Burla - 768017

(A.B. Sahu)
Member (Finance)
Member

Grievance Redressal Forum
TPWODL, Burla - 768017

A.K. Satapathy
(President)
President

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Ranjan Dash S/O Late Sushil Dash, Auro-Turci, Via Kesaibahal, Dist-Sambalpur
2. Sub-Divisional Officer (Elect.) Kuchinda, TPWODL, 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: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.orerc.org under the "head "Cases-> "GRF".)