

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



Ref: GRF/Burla/Div/JED/ (Final Order)/ 1816 (4)

Date: 30/06/24

Present:

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

1	Case No.	BRL/395/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Late Khyamasila Mahanad C/O-Gurubari Mahanand At-Kanakmal Po-BhatLaida Laikera Dist-Jharsuguda-768213		4135-2805-0591	
3	Respondent/s	S.D.O (E)-II, Jharsuguda		Division J.E.D, TPWODL, Jharsuguda	
4	Date of Application	18.05.2024			
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	18.05.2024			
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: ESO Office Laikera, Jharsuguda TPWODL

Appeared

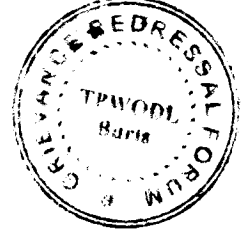
For the Complainant- Late Khyamasila Mahanad
Represented by Gurubari Mahanand

For the Respondent - S.D.O (E)-II, Jharsuguda

GRF Case No- BRL/395/2024

Late Khyamasila Mahanad
C/O- Gurubari Mahanand
At-Kanakmal
Po-BhatLaida
Laikera
Dist-Jharsuguda
Consumer No.- 4135-2805-0591

VRS
S.D.O (E)-II, Jharsuguda



COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Gurubari Mahanand on behalf of Late Khyamasila Mahanad has appeared on Dt. 18.05.2024 at the camp held at ESO Office, Laikera and submitted a written complaint wherein she has stated about billing dispute and request to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted a PVR carried on 24.05.2024 but no other relevant documents except PVR has been submitted 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 1.5KW with date of initial power supply 01.01.1990 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. Meanwhile, the meter SI No 1101743 was installed on 28.10.2022 IMR '0' & MF 1. The above complainant has been served the bill for the period from Jan-Feb-2001 to Sept-2022 without meter violating regulation & no steps has been taken by opposite party for installation of the meter in the premises of the consumer before 28.10.2022 i.e., after more than 21 years lapses. Basically the consumer was a KTJ category as seen from the billing & continued up to Aug 2002 but thereafter on Avg/Pl basis @ 288, 346, 162 up to Sept 2019 with bi monthly billing & after Sept 2019 monthly, billing is going on @ 162, 81, 108 et up to Aug 2021. It is very unfortunate that the opposite party has served the bills abnormally without considering the meter installation for which the complainant is suffering a lot. As the opposite party has failed to install the meter at the time of initial power supply/immediately after initial of power supply hence, violate the regulation but provided the power supply for the interest of the consumer. In such situation bill revision is required to settle the billing dispute so that the complainant can able to clear the dues.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from Sept-2002 to Sept-2022 by taking IMR as 1 in Jan 2023 & FMR as 403 in June 2023 in reference to consumption recorded in meter SL No 1101743 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law 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 Sept-2002 to Sept-2022 by taking IMR as 1 in Jan 2023 & FMR as 403 in June 2023 in reference to consumption recorded in meter SL No 1101743 with the daily/monthly actual consumption thereof considering 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/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. Satapathy
(President)
President

Grievance Redressal Forum

TPWODL, Burla - 768017

Late Khyamasila Mahanad, C/O- Gurubari Mahanand, At-Kanakmal, Po-BhatLaida, Lalkera, Dist- Jharsuguda

2. Sub-Divisional Officer (Elect.)-II, Jharsuguda, 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: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".)