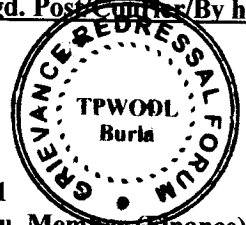


Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Bargarh, Pin- 768017Email: 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)/ 1797 (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/403/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sarojini Nag C/O-Bhagban Nag At-Patrapali Po-Sarangaloi Laikera Dist-Jharsuguda-768215		4130-0103-3878	
3	Respondent/s	E.E (Elec), JED, Jharsuguda & 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			



Appeared

For the Complainant- Sarojini Nag
Represented by Bhagban Nag

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

GRF Case No- BRL/403/2024

Sarojini Nag
C/O- Bhagban Nag
At-Patrapali
Po-Sarangaloi
Laikera
Dist-Jharsuguda
Consumer No.- 4130-0103-3878

COMPLAINANT

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

OPPOSITE PARTY

GIST OF THE CASE

Bhagban Nag on behalf of Sarojini Nag has appeared on Dt. 18.05.2024 at the camp held at ESO Office, Laikera and submitted a written complaint wherein he 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 25.05.2024 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-IPA consumer having CD 2.25KW with date of initial power supply 23.12.2016 without meter as seen from FG/Samadhan App. The complainant has raised objection on billing dispute for Dec-2022 served with billing unit 54325 with prayer to revise the bill. Meanwhile, the meter Sl No TPU39459 was installed on 21.06.2022 IMR '0' & MF 1.Avg bills were served to the complainant for the period from date of power supply to Nov-2022 & in Dec 2022 has served the bill for an units of 54325 on actual basis which was incorrect, baseless & abnormal in nature and the opposite party could not able to explain about this billing during course of hearing at site where the complainant was also present. In this regard the RCM head taken into confidence & discussed over phone where he admitted that the reading was purely wrong & quite abnormal & also requested to the Forum for bill revision order. It is seen that by this Forum that the opposite party has already been revise the bill for the period from Nov-2022 to April 2024 (21.06.2022 to 15.05.2024) & withdrawn Rs.82523.29 from the billing which was credited in ledger on 18.05.2024. Further, defective period assessment has been made for the period from March-2017 to May 2022 & debited Rs. 22845.93 in the billing of the complainant & shown in the ledger on 15.09.2023. As observed as there was no meter in the premises of the complainant since the date of its power supply how defective period assessment has been done by opposite party instead of revision thereof. The Forum believes that the opposite party has violated the regulation & provide power supply without meter & after lapses of more than 5 years the meter installation took place which is not acceptable in the eye of law. To deliver the justice it is wise to revise the bill accordingly.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from initial date of power supply (23.12.2016) to Dec-2022 (17.01.2023) by taking IMR as 0 on 21.06.2022 & FMR as 372 on 16.01.2023 in reference to consumption recorded meter SI No TPU39459 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law both credit & debit amount of Rs.82523.29 & Rs. 22845.93 respectively and treat the differential amount accordingly in billing

ORDER

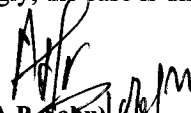
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the


Order as follows.

1. The Opposite Party is directed to revise the bill for the periods from initial date of power supply (23.12.2016) to Dec-2022 (17.01.2023) by taking IMR as 0 on 21.06.2022 & FMR as 372 on 16.01.2023 in reference to consumption recorded meter SI No TPU39459 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law both credit & debit amount of Rs.82523.29 & Rs. 22845.93 respectively and treat the differential amount accordingly in billing.
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


(A.P. Sahu)
Member (Finance)
Member


A.K. Satapathy
(President)
President

Grievance Redressal Forum
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1. Sarojini Nag, C/O- Bhagban Nag, At- Patrapali, Po- Sarangaloi, Laikera, 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".)