

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)/1783 (4)

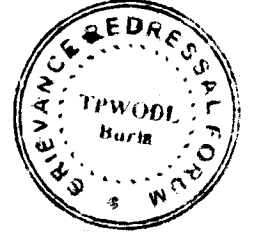
Date: 30/06/24

Present:

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

1	Case No.	BRL/404/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Bishnu Nag C/O-Saroj Nag Laikera Dist-Jharsuguda-768215		4135-2803-0516	9078370541
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- Bishnu Nag
Represented by Saroj Nag

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

GRF Case No- BRL/404/2024

Bishnu Nag
C/O- Saroj Nag
Laikera
Dist-Jharsuguda
Consumer No.- 4135-2803-0516

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

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Saroj Nag on behalf of Bishnu 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

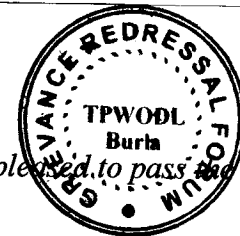
The opposite party has submitted a PVR carried on 22.05.2024 but no other relevant documents except PVR has been submitted in this case.

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 08.01.2006 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 LW535831 was installed on 03.03.2021 IMR '0' & MF 1. ^{Actual} PI/Avg bills were served to the complainant for the period from May-June-2006 to Sept-Oct-2011 with KWh reading of 1791 in reference to consumption recorded meter SI No 1945420 & thereafter PI/Avg bills were seen since Nov-Dec-2011 to Jan 2021 & LD has been seen from Feb 2021 to Aug 2021 as well as billings were raised in accordance to meter reading as recorded in meter SL No LW535831 & the KWh reading was 1052 in the above meter where found the meter has been installed on 03.03.2021. the LD period from March 2021 to Aug 2021 might be incorrect as because consumption in one month 1052 unit absolutely not correct & the above consumption is relating to the period from 03.03.2021 to Dec 2023 (11.01.2024) where found the PI bill so raised in Nov 2023 for 3049 units has already been withdrawn in Dec 2023 & from Dec 2023 billing are going on as per meter reading on actual basis in reference to consumption recorded in meter SI No LW53583. Hence, revision is required to settle the billing dispute.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from 03.03.2021 to 11.01.2024 by spread over the reading of 1052 units with IMR '0' in reference to consumption recorded meter SI No 1945420 with the daily/monthly actual consumption thereof except LD period from 14.02.2021 to 02.03.2021 & differential FC to be levied on applicability as well as revise others period bill accordingly 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 following Order as follows.

1. The Opposite Party is directed to revise the bill for the periods from 03.03.2021 to 11.01.2024 by spread over the reading of 1052 units with IMR '0' in reference to consumption recorded meter SI No 1945420 with the daily/monthly actual consumption thereof except LD period from 14.02.2021 to 02.03.2021 & differential FC to be levied on applicability as well as revise others period bill accordingly 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

1. Bishnu Nag, C/O- Saroj Nag, 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: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".)