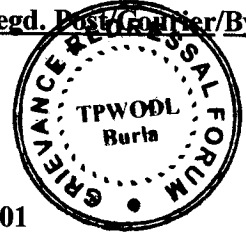


**Grievance Redressal Forum
TPWODL, BURLA**

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/DED/ (Final Order)/ 1784 (4)

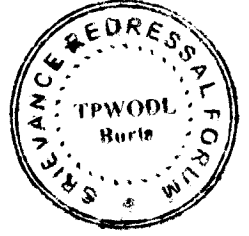
Date: 30/06/24

Present:

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

| | | | | | |
|-------------------------|--|--|---------------------------------------|--|--------|
| 1 | Case No. | BRL/418/2024 | | | |
| 2 | Complainant/s | Name & Address | Consumer No | Contact No. | |
| | | Late Dambarudhara Ping C/O-Rajkishore Ping (Son) At-Gangajal Po-Dimirikuda Ps-Laimura Dist-Deogarh-768107 | 4141-1558-0938 | 8658492965 | |
| 3 | Respondent/s | S.D.O (Elect),Deogarh | Division D.E.D, TPWODL, Deogarh | | |
| 4 | Date of Application | 27.05.2024 | | | |
| 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 | 27.05.2024 | | | |
| 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, Tileibani, TPWODL, Deogarh



Appeared

For the Complainant- Late Dambarudhara Ping
Represented by Rajkishore Ping (Son)

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

GRF Case No- BRL/418/2024

Late Dambarudhara Ping
C/O- Rajkishore Ping (Son)
At-Gangajal
Po-Dimirikuda
Ps-Laimura
Dist-Deogarh
Consumer No-4141-1558-0938

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Rajkishore Ping (Son) on behalf of Late Dambarudhara Ping has appeared on Dt. 27.05.2024 at the camp held at ESO Office, Tileibani and submitted a written complaint wherein he has stated about billing dispute & request to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from Feb-2011 to April-2024, a PVR carried on 07.05.2024 & written statement has file in this case.

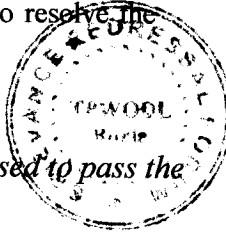
OBSERVATION

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 0.11KW with date of initial power supply 26.08.2010 through meter SL No 824505 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 LW089987 was installed on 20.11.2018 with IMR & MF 1 in each. The complainant has been served the bill with category KTJ from date of power supply to Sept 2019 where the KWh reading was 1228 in the above meter. Further, the KWh reading in July 2017 was 1602 wherein in Nov 2017, the KWh reading was 1417 hence, the completion of round took place in Nov 2017 which was certified by opposite party in its W/S and hence, raise the bill amounting of Rs.55934.80. Besides all these it is seen that the KWh reading was 132 in July Aug 2020 wherein the KWh reading was 131 in Oct 2020 hence, serve the wrong bill for 999 units. It is also seen that in Oct-Nov-2018 PI bills were served for units of 1284 with billing amount Rs.6715.55 having arrear 74579.38. In Sept 2018 the KWh reading was 2736. On calculation it is found that the average consumption per month was within 30 units from date of power supply to Sept 2018 & Oct 2018 to Dec 2020 was within 30 units of consumption like KTJ category. 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 Oct 2016 to Dec 2020 treating the category as KTJ & withdraw the balance billing done extra to resolve the billing dispute.


ORDER

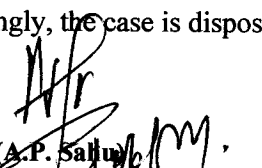
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.




1. The Opposite Party is directed to revise the bill for the periods from Oct 2016 to Dec 2020 treating the category as KTJ & withdraw the balance billing done extra to resolve the billing dispute.
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
Copy to:-


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


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

1. Late Dambarudhara Ping, C/O- Rajkishore Ping (Son), At-Gangajal Po-Dimirikuda, Ps-Laimura, Dist- Deogarh.
2. Sub-Divisional Officer (Elect.) Deogarh, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), DED, TPWODL, Deogarh
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.orienc.org under the “head “Cases-> “GRF”.)