

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)/ 1786(4)

Date: 30/06/24

Present:

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

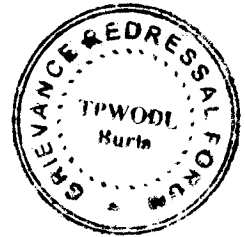
1	Case No.	BRL/423/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Nrupalal Dharua C/O-Praylal Dharua (Son) At-Rukuda Po-Parposi Ps-Deogarh Dist-Deogarh-768108		4141-1589-0475	8763462220
3	Respondent/s	S.D.O (Elect),Deogarh		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	27.05.2024			
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- Nrupalal Dharua
Represented by Praylal Dharua (Son)

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



GRF Case No- BRL/423/2024

Nrupalal Dharua
C/O- Praylal Dharua (Son)
At- Rukuda
Po-Parposi
Ps-Deogarh
Dist-Deogarh
Consumer No-4141-1589-0475

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Praylal Dharua (Son) on behalf of Nrupalal Dharua 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.

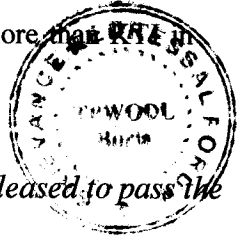
SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from April-2010 to April-2024, a PVR carried on 05.06.2024 & 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 08.04.2010 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 LW321514 was installed on 11.09.2019 with IMR '1' & MF 1. Act/Pl bills were served since date of power supply to June-July-2015 with KWh reading of 1280 in reference to consumption recorded in meter e SL No 807431 was in billing since date of power supply. Pl bills were served from Aug-2015 to July-2016. The billing has been raised on the complainant from the date of power supply to July-2016 as KTJ category as seen from the ledger available ^{by} the Forum. In Sept 2016 the meter reader punched the reading as 1071 less than the previous reading hence round up meter took place in that month. Since, Jan 2017 to July 2019 the reading was in advance stage having KWh 1505 on the meter 807431. Since, Aug 2019 the new meter bearing SL No LW321514 is continuing in the billing giving Act/Pl bill with adjustment of Pl billing. The meter readings from Aug 2016 to July 2019 although advance basis but seems as table reading by meter reader and there is no control over them by opposite party & also the opposite party has not taken any steps to rectify the same. As verified & calculated the monthly consumption was very low & within 30 units per month for the period from Aug 2015 to July 2019 just like KTJ consumption. 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 Aug-2015 to July-2019 treating the category as KTJ & withdraw the amount already billed more than KTJ in billing to resolve the grievance of the complainant.

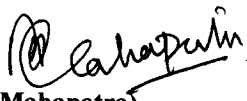


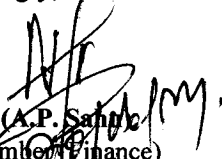
ORDER

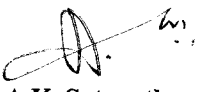
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

1. The Opposite Party is directed to revise the bill for the periods from Aug-2015 to July-2019 treating the category as KTJ & withdraw the amount already billed more than KTJ in billing to resolve the grievance of the complainant.
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. Sahoo)
Member (Finance)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017


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

1. Nrupalal Dharua, C/O- Praylal Dharua (Son), At- Rukuda ,Po-Parposi, Ps-Deogarh, 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: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”.)