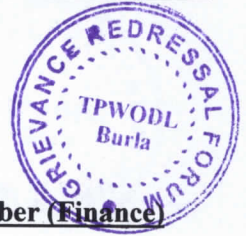


**Grievance Redressal Forum
TPWODL, BURLA**

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)



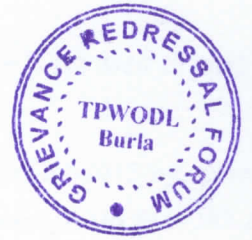
Ref: GRF/Burla/Div/JED/ (Final Order)/ 1438 (4)

Date: 23/02/2024

Present:

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

1	Case No.	BRL/50/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Chabilal Das Representative of Late Sukru Das (Consumer) At-Debadihi Dist-Jharsuguda	4131-2103-0157		
3	Respondent/s	SDO-I(Electrical), Jharsuguda		Division J.E.D, TPWODL, Jharsuguda	
4	Date of Application	13.10.2023			
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	13.10.2023			
9	Date of Order	23/02/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



red

For the Complainant- Sri Chabilal Das
Representative of Late Sukru Das (Consumer)

For the Respondent - SDO-I(Electrical), Jharsuguda

GRF Case No- BRL/50/2024

Sri Chabilal Das
Representative of Late Sukru Das (Consumer)
At/Po- Debadih
Dist-Jharsuguda
Consumer No.- 4131-2103-0157

COMPLAINANT

VRS

SDO-I(Electrical), Jharsuguda

OPPOSITE PARTY

GIST OF THE CASE

Sri Chabilal Das is the complainant who appeared on Dt. 13.10.2023 on behalf of consumer Late Sukru Das at the camp held on ESO Office -3 under SDO-I Jharsuguda and submitted a written complaint wherein he has stated that "Line disconnected since long time & bill may be rectify."

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted PVR where it is mentioned that the line disconnected during March 2016 collection drive & not reconnected till date. Tariff applicable was domestic but billed in commercial basis, bill may be revised accordingly.

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-GP consumer having CD 0.36KW 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. The above complainant has already been served PL/Avg bills were served from April-May-2001 to Nov-2017 where it is seen that during Nov-2015 to Nov-2017 bills were served @925 units / month. It is also observed that the above complainant was served the bill for KWh reading of 9860 in Oct-2015 with IMR '0' in Dec-2012 in reference to consumption recorded in meter SI No 8119287. Further, it came to the notice of the Forum that the LD was in billing since Dec-2017 to Aug-2021. Hence, required revision 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 Dec-2012 to Oct-2015 by spread over the reading of 9960 with IMR '0' in reference to consumption recorded meter SI No 8119287 & for the period from Nov-2015 to Feb-2016 as per consumption recorded in new meter with reference to Regulation 155 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law & From March-2016 to Nov-2017 by withdrawing EC, ED, DPS as per applicability after conduction special verification by a committee headed by E.E, JED, Jharsuguda consisting of concern SDO, ESO, AOC, AOT/Line man etc & as per outcome of the report the revision to be carried out accordingly as well as FC to be levied for LD period as per applicability.

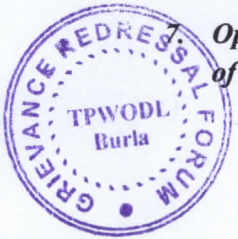
ORDER

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 Dec-2012 to Oct-2015 by spread over the reading of 9960 with IMR '0' in reference to consumption recorded meter SI No 8119287 & for the period from Nov-2015 to Feb-2016 as per consumption recorded in new meter with reference to Regulation 155 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law & From March-2016 to Nov-2017 by withdrawing EC, ED, DPS as per applicability after conduction special verification by a committee headed by E.E, JED, Jharsuguda consisting of concern SDO, ESO, AOC, AOT/Line man etc & as per outcome of the report the revision to be carried out accordingly as well as FC to be levied for LD period as per applicability.
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.

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

B. Mahapatra
(Co-Opted Member)

Grievance Redressal Forum
TPWODL, Burla - 768017

A.P. Sahu

A.P. Sahu
Member (Finance)

Grievance Redressal Forum
TPWODL, Burla - 768017

A.K. Satapathy

A.K. Satapathy
(President)

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Sri Chabilal Das, Representative of Late Sukru Das At-Debadihi, Dist-Jharsuguda
2. Sub-Divisional Officer (Elect.)-I Jharsuguda, TPWODL, Jharsuguda 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".)