

Grievance Redressal Forum

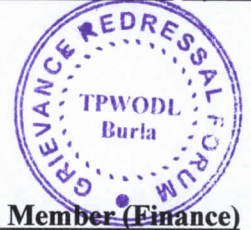
TPWODL, BURLA

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)



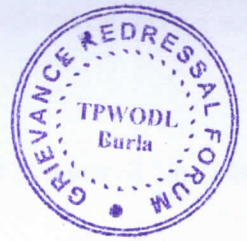
Ref: GRF/Burla/Div/JED/ (Final Order)/ 1441 (4)

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/60/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Lalmohan Behera C/O-Sri Ghanashyam Mahanand At-Sarasmal Kanhapada Po-Arda Ps-Laikera Dist-Jharsuguda		4131-2307-0015	7846970311
3	Respondent/s	S.D.O (E)-I,Jharsuguda		Division J.E.D, TPWODL, Jharsuguda	
4	Date of Application	12.01.2024			
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	12.01.2024			
9	Date of Order	23/02/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



appeared

For the Complainant- Sri Lalmohan Behera
Representated by Sri Ghanashyam Mahanand

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

GRF Case No- BRL/60/2024

Sri Lalmohan Behera
C/O-Sri Ghanashyam Mahanand
At-Sarasmal Kanhapada
Po-Arda
Ps-Laikera
Dist-Jharsuguda
Consumer No.- 4131-2307-0015

COMPLAINANT

VRS

(1) SDO-I(Electrical), Jharsuguda, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Ghanashyam Mahanand representative of Consumer Sri Lalmohan Behera appeared before this forum on dated 13.10.23 at its camp held in the office of SDO-I Jharsuguda and submitted a written complaint wherein he has stated that "Abnormal bill received for Oct-2021." So, he has requested to revise the bill.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted meter installation report. No other documents have been submitted by opposite party.

OBSERVATION

The case is persued 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 3KW 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 meter SI No 1888076 was in billing since March-April-2004 & continued up to Dec-2009 with actual billing with KWh reading of 4986 & IMR as '3'. Avg/Pl bills were served From Jan-2010 to Oct-2012. The meter SI No 762533 was in billing since Sept-2012 with IMR as '0' & continued up to Oct-2021 with KWh reading of 30928. Further, it came to the notice of the Forum that some PL bills are yet not adjusted on serving of actual bill which is requiring to do so. The meter SI No WHL028172 was installed on 30.11.2021 with IMR as '1' & old meter reading of 30928. This Forum has gone through the meter installation protocol & found that meter was stopped on 30.11.2021 but billing has done in Oct-2021 with billing unit 19514 after adjusting PL bills of the periods where it is seen the actual billing up to July 2019 was 11414. The opposite party have done the bill revision from Nov-21 to Dec-2021 (30.11.2021 to 05.02.2022) & credited an amount of Rs.109975.01 on 07.02.2022 as seen from the ledge. However, 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 as per following instruction to settle the billing dispute

- A. Pl bills are to be taken care for withdrawal wherever required as yet not considered on serving actual bill at that time.
- B. In reference to Regulation 155 go for bill revision.
- C. Spread over 4986 units with IMR'3' with reference to consumption recorded in meter SI No 188807 in between the periods from march-2004 to Dec-2009.
- D. Spread over 30928 units with IMR'1' with reference to consumption recorded in meter SI No 762533 in between the periods from Sept-2012 to Oct-2021 (16.10.2012 to 30.11.2021) if proved the meter reading in that meter by showing the same to the complainant and after testing the meter for its efficiency with out taking any fees from the complainant or otherwise bill to be revise accordingly as per regulation for all periods staring from date of installation of the above meter to 30.11.2021 & stopped the bill revision as directed in SI No 'B' with adjustment of the earlier revision as per law.

ORDER

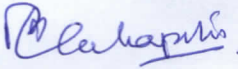
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

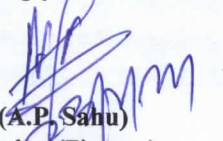
1. The Opposite Party is directed to revise the bill by following instruction
 - A. Pl bills are to be taken care for withdrawal wherever required as yet not considered on serving actual bill at that time.
 - B. In reference to Regulation 155 go for bill revision.
 - C. Spread over 4986 units with IMR'3' with reference to consumption recorded in meter SI No 188807 in between the periods from march-2004 to Dec-2009.
 - D. Spread over 30928 units with IMR'1' with reference to consumption recorded in meter SI No 762533 in between the periods from Sept-2012 to Oct-2021 (16.10.2012 to 30.11.2021) if proved the meter reading in that meter by showing the same to the complainant and after testing the meter for its efficiency with out taking any fees from the complainant or otherwise bill to be revise accordingly as per regulation for all periods staring from date of installation of the above meter to 30.11.2021 & stopped the bill revision as directed in SI No 'B' with adjustment of the earlier revision as per law.
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)
Grievance Redressal Forum
TPWODL, Burla - 768017


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


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

- Copy to:
1. Sri Lalmohan Behera, C/O- Sri Ghanashyam Mahanand, At-Sarasmal Kanhapada, Po-Arda, Ps-Laikera Dist-Jharsuguda
 2. Sub-Divisional Officer (Elect.)-I, 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".)

