

Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, 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)/ 2137 (4)

Date: 30/10/24

Present:

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

1	Case No.	BRL/670/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Gobinda Gartia Represented by Gomati Gartia At-Dholataila, Po-Palsama Ps-Kundheigola Dist-Deogarh-768109		4141-1363-1881	9078634597
3	Respondent/s	S.D.O (Elect),Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	13.09.2024			
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	13.09.2024			
9	Date of Order	30/10/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Budhapal, TPWODL, Deogarh

Appeared

For the Complainant- ~~Gobinda~~ Gartia
Represented by Gomati Gartia

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

GRF Case No- BRL/670/2024

~~Gobinda~~ Gartia
C/o-Gomati Gartia
At-Dholataila, Po-Palsama
Ps-Kundheigola
Dist-Deogarh
Consumer No-4141-1363-1881
VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Gomati Gartia has appeared on behalf of ~~Gobinda~~ Gartia in the hearing on Dt. 13.09.2024 at the camp held at ESO Office, Budhapal and submitted a written complaint wherein she has stated about billing dispute- abnormal high consumption in Jan 2018 & requested to revise/rectify the same.

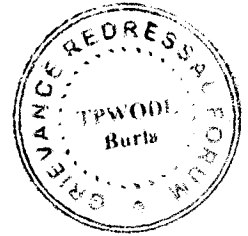
SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from Oct-2017 to July-2024, a PVR carried out on 02.10.2024 and written statement 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 of 0.01KW with date of initial power supply on Dt.13.04.2014 through meter SI No 824073 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. PL bills were served to the complainant for the period from Feb-2019 to May-2019. Meanwhile, the meter with SI No LW164681 was installed on 06.07.2019 with IMR 1 as declared by opposite party in its W/S. The above meter was effected in in June-July-2019. This Forum has verified the consumption pattern from June 2019 to Sept 2024 where found the KWh reading was 1233 in Sept 2024 and observed that the billing were done improperly might be table reading. If it is calculated the Avg calculation June 2019 to Sept 2024 is approximately is of 19.57 units per month which coming under KTJ category. During course of hearing, it is also expressed by opposite party that there was power supply problem in that area. Considering the consumption pattern, it is observed that the billing so raised in Jan 2018 for a unit of 6474 is not at all believable to this Forum and to be treated as incorrect. In such circumstance to deliver the justice to the complainant the Forum feels that the above complainant is to be treated as KTJ consumer since date of power supply to Sept 2024.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from date of power supply to Sept 2024 treating it as a KTJ consumer to settle 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 date of power supply to Sept 2024 treating the complainant as a KTJ consumer.
2. The Opposite party is directed not to consider the bill revision for the period revised earlier and adjust the revision as per law/for the period of penalty/in both cases, if any, as applicable as it has 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 benefits of OTS scheme and rebate thereof, if any, as applicable as it has 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 into 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, serve 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 at, 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


(A.P. Sahu)
Member (Finance)
Member


A.K. Satapathy
(President)
President

Grievance Redressal Forum
Copy to: **Burla - 768017**

Grievance Redressal Forum
TPWODL, Burla - 768017

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1. **Gomati Gartia, C/O- Gomati Gartia, At-Dholatala, Po-Palsama, Ps-Kundheigola, 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.3P-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".)