

**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)/ 1449 (4)

Date: 23/02/2024

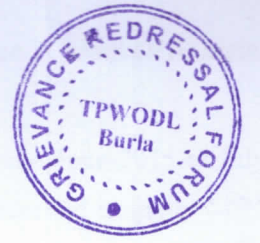
Present:

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

1	Case No.	BRL/68/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Jogeshwar Bag At-Champapada Po-Arda Dist-Jharsuguda		4131-2705-0111	8658994490
3	Respondent/s	S.D.O (E)-I, Jharsuguda			Division J.E.D, TPWODL, Jharsuguda
4	Date of Application	29.01.2024			
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	29.01.2024			
9	Date of Order	23/02/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			


 President
 Grievance Redressal Forum
 TPWODL, Burla - 768017

Office of Camp: SDO-I Office, Jharsuguda, TPWODL



Appeared

For the Complainant- Sri Jogeshwar Bag

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

GRF Case No- BRL/68/2024

Sri Jogeshwar Bag
At-Champapada
Po-Arda
Dist-Jharsuguda
Consumer No.- 4131-2705-0111

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

Sri Jogeshwar Bag bearing Con No 4131-2705-0111 appeared before this forum on dated 29th of January 2024 at its camp held in the office of ESO Office Bagdihi and submitted a written complaint wherein he has stated about billing dispute & request to revise the bill.


SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted consumer information sheet, a PVR carried in 05.02.2024 wherein it is found that meter SI No is TW02082115 with CMR of 185KWh & also a written version 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 2KW with date of initial power supply 29.06.2001 through meter SI No 336261. The meter SI No WCG09049 was in billing in June-July-2015 with IMR '0' & continued with CMR 14109 in July-2023 where it is seen that the billing units were 2767, 2036 in June & July 2023 respectively with PL bill of 3127 in Aug-2023. From the above billing it is the feeling of the Forum that the meter readers were not taken proper reading time to time & the opposite party has also not taken care for its verification and hence bills were raised improperly. 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 June-2015 to July-2023 by spread over the reading of 14109 units in reference to consumption recorded in meter SI No WCG09049 taking IMR as '0' & For the month of Aug-2023 taking IMR as '0' in 06.10.2023 (the date of installation of new meter) & FMR as the recorded consumption on completion of six month in reference to meter SI No TW02082115 with its daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any.


President
Grievance Redressal Forum
TPWODL, Burla - 768017

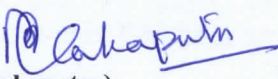
ORDER

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

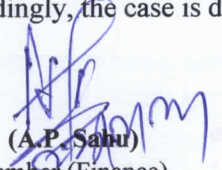
1. The Opposite Party is directed to revise the bill for the periods for the periods from June-2015 to July-2023 by spread over the reading of 14109 units in reference to consumption recorded in meter SI No WCG09049 taking IMR as '0' & For the month of Aug-2023 taking IMR as '0' in 06.10.2023 & FMR as the recorded consumption on completion of six month in reference to meter SI No TW02082115 with its daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any.
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
(Co-Opted Member)

Grievance Redressal Forum
TPWODL, Burla - 768017
Copy to: -


(A.P. Sahu)
Member (Finance)

Grievance Redressal Forum
TPWODL, Burla - 768017


A.K. Satapathy
(President)

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Sri Jogeshwar Bag, At-Champapada, Po-Arda 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: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".)