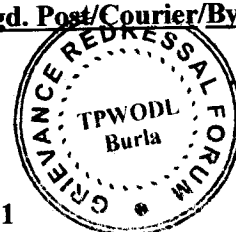


**Grievance Redressal Forum
TPWODL, BURLA**

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)/

22234

Date: 30/12/24

Present:

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

1	Case No.	BRL/777/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Ananta Tanty At-Fitter Mistry PHD Quarter, Industrial Estate Dist-Jharsuguda		4131-2204-0193	7894337092
3	Respondent/s	S.D.O (Elect)-I, Jharsuguda			Division J.E.D, TPWODL, Jharsuguda
4	Date of Application	07.10.2024			
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 Griev Code (OGC) Regulation, 2006 5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004 6. Others			
8	Date(s) of Hearing	07.11.2024			
9	Date of Order	30/12/24			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: GRF Office, TPWODL, Burla

Appeared

For the Complainant- Ananta Tanty

For the Respondent - SDO(Electrical)-I, JED, TPWODL. (Not Appeared)

GRF Case No- BRL/777/2024

Ananta Tanty
At-Fitter Mistry PHD Quarter, Industrial Estate
Dist-Jharsuguda
Consumer No-4131-2204-0193

VRS

SDO(Electrical)-I, JED, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

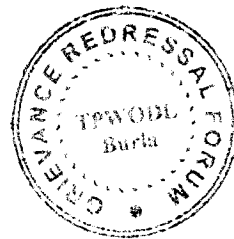
Ananta Tanty has appeared in the hearing on Dt. 07.11.2024 at GRF Office, TPWODL, Burla and submitted a complaint via E-Mail on 07.10.2024 wherein he has stated about billing dispute- Withdrawal of arrear from his Govt Quarter No 2RB 08 at Industrial Estate, Jharsuguda for his not occupied period & requested to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has not submitted any relevant documents in this case. The complainant has submitted photocopy of quarter allotment letter, occupation of allotted quarter letter & also photocopy of letter to Concern TPWODL Official in this regard.

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 1.7KW with date of initial power supply on Dt.01.01.1990 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. The above complainant was allotted a quarter bearing Q No 2RB 08 by Executive Engineer PHD Jharsuguda on 06.12.2018 vide Office Order No 11 whose copy was communicated to SDO-I, Jharsuguda as well as EE, JED, Jharsuguda. Although the complainant has submitted a letter to EE, PHD, Jharsuguda about the occupancy of the allotted quarter on 15.12.2018 but the EE, PHD, Jharsuguda has confirm the occupancy by Sri Tanty on 06.12.2018 as seen from L No 1093/20.05.2019 submitted to SE, PH Circle, Sambalpur by EE, PHD, Jharsuguda. So, in such situation it is concluded that the above quarter was occupied by Sri Ananta Tanty on 06.12.2018. Since Long the billing is going on the Consumer No 4131-2204-0193 with different occupiers from time to time as the quarter was allotted by competent authority for their use. On scrutiny it is seen that the complainant has deposited Rs.1196.00 & Rs.150.00 on 21.06.2021 vide MR No B61295074 towards SD and RC fees. However, it is observed that although the quarter was occupied on 06.12.2018 by Sri Ananta Tanty but deposit the Security lately on 21.06.2021 & the RC fees was taken for Regularization of the connection so used so far as declared by the allotment authority i.e, EE, PHD, Jharsuguda and approved by SE, PH Circle, Sambalpur. So, there is no confusion on occupancy of the quarter by Sri Ananta Tanty on 06.12.2018 & the SD for change of name. As seen the outstanding on this Consumer of Rs.85688.76 up to billing month Nov 2024 where it is found that the outstanding up to 17.12.2018 was 60363.13 and the balance of Rs.25325.63 (Rs.85688.76-60363.13) for the period from 17.12.2018 to Nov 2024 subject to revision of bills w.r.t Regulation 155 i.e the PL/Avg bills



[Handwritten signature]

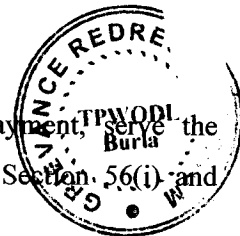
from June 2019 to May 2021. The complainant is liable to pay the outstanding in this consumer number from 17.12.2018 as the billing from 06.12.2018 to 17.12.2018 may not be traceable & of negligible amount which to be ignored to be paid by the previous occupier and from 17.12.2018 to up to present to be paid the complainant after revision thereof 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 2019 to May 2021 taking IMR as 112 in Aug 2021 & FMR as 646 in Jan 2022 with reference to consumption recorded in meter SI No LW652510 with the daily/monthly actual consumption thereof, considering the adjustment of previous bill revisions if any as per law & derived the outstanding from 17.12.2018 to present date after revision & and adjustments of payment during the above period as well as demand the same to the complainant for its clearance. Further, the outstanding of Rs.60363.13 up to billing month 17.12.2018 to be transferred to inoperative account and steps to be taken by opposite party to recover the same from the previous occupier/owner of the property/ EE, PHD, Jharsuguda as the case may be after due verification thereon by opposite party and if required may be intimated to AG, Odisha for necessary action in this regards.

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 act accordingly as mentioned below: -
 - A. revise the bill for the periods from June 2019 to May 2021 taking IMR as 112 in Aug 2021 & FMR as 646 in Jan 2022 with reference to consumption recorded in meter SI No LW652510 with the daily/monthly actual consumption thereof, considering the adjustment of previous bill revisions if any as per law.
 - B. Derived the outstanding from 17.12.2018 to present date after revision & and adjustments of payment during the above period as well as demand the same to the complainant for its clearance.
 - C. The outstanding of Rs.60363.13 up to billing month 17.12.2018 to be transferred to inoperative account
 - D. Steps to be taken by opposite party to recover the amount transferred to inoperative account from the previous occupier/owner of the property/ EE, PHD, Jharsuguda as the case may be after due verification thereon by opposite party and if required may be intimated to AG, Odisha for necessary action in this regards.
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
Grievance Redressal Forum
TPWODL, Burla - 768017
Copy to:


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


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

1. Ananta Tanty, At-Fitter Mistry PHD Quarter, Industrial Estate, Dist-Jharsuguda
2. Sub-Divisional Officer (Elect.)-I, JED, 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.oerc.org under the "head "Cases-> "GRF".)