

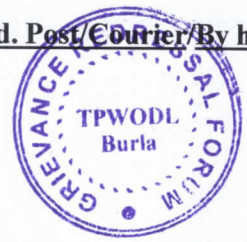
Grievance Redressal Forum

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.Satpathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)



Ref: GRF/Burla/Div/JED/ (Final Order)/ 2271 (4)

Date: 31/12/24

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

1	Case No.	BRL/784/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Purna Chandra Pancharia At-Khuntamal, Po-Sudung Dist- Jharsuguda-768215		4135-2811-0448	8144600306
3	Respondent/s	SDO(E)-II, JED, Jharsuguda			Division J.E.D, TPWODL, Jharsuguda
4	Date of Application	13.11.2024			
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	13.11.2024			
9	Date of Order	31/12/24			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office Laikera.

Appeared

For the Complainant- Purna Chandra Pancharia

For the Respondent - SDO(E)-II, JED, Jharsuguda

GRF Case No- BRL/784/2024

Purna Chandra Pancharia
At-Khuntamal, Po-Sudung
Ps-laikera
Dist- Jharsuguda.
Consumer No.- 4135-2811-0448

VRS

SDO(E)-II, JED, Jharsuguda



COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Purna Chandra Pancharia has appeared in the hearing on Dt. 13.11.2024 at the camp held at ESO Office, Laikera and submitted a written complaint wherein he has stated about billing dispute-wrong billing due to defective meter & also average meter reading & has requested to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has not submitted any relevant documents 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 1.5KW with date of initial power supply on Dt.01.01.1990 without meter 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 complainant has been served PL/Avg bill from Feb-2001 to May-2021 as there was no meter. The billings were raised from Feb-2001 to Sept-2002 in category KTJ & since Oct-2002 bills were raised with category Domestic to till date. The meter bearing SL No LW655861 is seen in billing in June-2021 & the same is continuing with actual advance reading with actual billing up to Nov 2024 as per data base. As observed the consumption units never more than 30 units during the periods June-2021 to Nov-2024 except 50 units consumption in July-2021 which seems to be improper or might be a table reading which was adjusted in subsequent billing months. The opposite party has provided the P/S without meter & not taken any steps for installation of meter during Feb-2001 to May-2021 & after lapses of more than 20 years which violates Regulation 97(ii) & 97(iii)(b) meant for the purpose. The complainant was a KTJ consumer from very beginning & converted to Domestic having no cause and fictitiously considering the Avg consumption unit per month as exceed to 30 units per month which is not acceptable by this Forum considering the consumption pattern during June-2021 to Nov-2024 except 50 units consumption in July-2021 might be due to the incorrect punching of meter reading. The complainant stated that he is a BPL Card holder & also granted a house under Indira Awas Yojana of Govt Scheme but could not produce before this Forum as not brought the same by him during hearing which is to be verified by opposite party for more confirmation **as the opposite party has failed to submit the PVR & W/S although more than one month has passed hence, this Forum prefers to pass the Expertee order to avoid further delayed.** So bill revision is required to settle the billing dispute

President

**Grievance Redressal Forum
TPWODL, Burla - 768017**


Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from Oct-2002 to Nov-2024 (09.12.2024) considering the category as KTJ & also withdraw the DPS so levied time to time as well as convert the category from DOM to KTJ w.e.f 10.12.2024.

ORDER

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

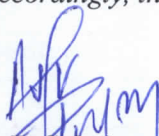
1. The Opposite Party is directed to revise the bill for the periods from Oct-2002 to Nov-2024 (09.12.2024) considering the category as KTJ & also withdraw the DPS so levied time to time as well as convert the category from DOM to KTJ w.e.f 10.12.2024.
2. The Opposite party is directed not to consider 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


(A.P. Sahu)

Member (Finance)
Member

Grievance Redressal Forum
TPWODL, Burla - 768017


(A.K. Satpathy)

President
Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to:-

1. Purna Chandra Pancharia, At-Khuntamal, Po-Sudung, Ps-laikera, Dist- Jharsuguda.
2. Sub-Divisional Officer (Elect.)-II, 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".