

**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)/ 2163 (4)

Date: 30/11/2024

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

1	Case No.	BRL/789/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Bhagbati Singh At-G.Panpali Po/Ps-Laikera Dist- Jharsuguda Pin-768215		4135-2813-0208	6370478348
3	Respondent/s	SDO-II(E), JED, TPWODL, 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	29/11/2024			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Laikera, TPWODL

Appeared

For the Complainant- Bhagbati Singh

For the Respondent - SDO(Electrical)-II, JED, Jharsuguda, TPWODL



GRF Case No- BRL/789/2024

Bhagbati Singh
At-G.Panpali. Po/Ps-Laikera
Dist-Jharsuguda
Consumer No-4135-2813-0208

VRS

SDO(Electrical)-II, JED, Jharsuguda, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Bhagbati Singh has appeared in the hearing on Dt. 13.11.2024 at the camp held at ESO Office, Laikera and submitted a written complaint wherein she has stated that "For last 2011 or 2012 electric bill was increase from month to month. She is no able to paid the bill amount as a BPL consumer " & requested to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has not submitted any relevant document 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 1KW with date of initial power supply on Dt.28.12.2011 through meter Sl No 6382550 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. First bill has been served in March April 2013 as seen from FC levied. Actual bill has been served up to Sept Oct 2015 with KWh reading of 1008 declaring KTJ in Samadhan App/FG. After serving Pl bill in Nov Dec 2015 the opposite party has served abnormal bill in Jan Feb 2016 with KWh reading of 7920 with billing unit 6912 & current bill of Rs.38280.49. Avg bills were served from March 2016 to Aug 2021 where it is found that the meter bearing SL No LW249974 was effected in billing in Sept 2021 & continued up to till date. In this regards the opposite party i.e., SDO-II, JSG has declared in their W/S the meter reader has wrongly has given that reading which seems to be incorrect. Considering the consumption pattern it is observed that the complainant was a KTJ consumer up to Feb 2016 from the date of its power supply. However, the PL/Avg bill to be required revision for settlement of the issue.

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 Feb 2016 considering the connection as KTJ category and the PL/Avg periods with reference to consumption recorded in meter Sl No LW249974 taking IMR as 83 in Oct 2021 & FMR as 183 in March 2022 with the daily/monthly actual consumption thereof as per law, considering the adjustment of previous bill revisions if any as per requirement.

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 from date of power supply to Feb 2016 considering the connection as KTJ category and the PL/Avg periods with reference to consumption recorded in meter SI No LW249974 taking IMR as 83 in Oct 2021 & FMR as 183 in March 2022 with the daily/monthly actual consumption thereof as per law, considering the adjustment of previous bill revisions if any as per requirement.
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.**

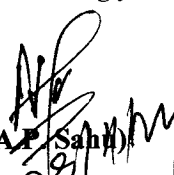
Accordingly, the case is disposed of.


(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
President

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Bhagwati Singh, At-G.Panpali. Po/Panchkote, Birst-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".