

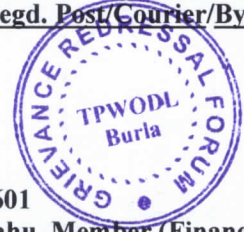
Grievance Redressal Forum

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)/ 2270(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/791/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Anil Ray At-Sandhuriam, Po-Niktimal Ps-laikera Dist- Jharsuguda-768213		4135-2812-0149	7077455525
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			

President

Place of Camp: ESO Office Laikera.

Appeared

For the Complainant- Anil Ray

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

GRF Case No- BRL/791/2024

Anil Ray

At-Sandhuriam, Po-Niktimal

Ps-laikera

Dist- Jharsuguda.

Consumer No.- 4135-2812-0149

VRS

SDO(E)-II, JED, Jharsuguda



COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Anil Ray 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-high billing since 2015 & 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.30.01.2013 through meter SL No 8125486 which was continued up to Feb-2020 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. In billing month Feb-2016 the bill has been raised for 8244 units where it is found that the round was completed & readding were recorded but due to table reading & bills were although generated on actual basis but the billing units were not proper during this period. The suppressed reading has been billed in Feb-2016. The complainant is liable to pay the recorded & consumption units but availing the slab benefit for it. Meanwhile, the meter with SI No LW376040 was n billing in May-2020 & billing is going on actual basis as per meter reading with adjustment PI bills wherever required up to billing month Sept 2024. A new meter was affected in the billing in Nov 2024 bearing Meter SL No TWSP51227773. So, revision is required to settle the billing dispute.

Hence it is the opinion of the Forum that the opposite party is directed to spread over the reading in between the periods from date of power supply (30.01.2013) to 17.03.2016 (up to billing month Feb-2016) with reference to consumption recorded in meter SI No 8125486 with the daily/monthly actual consumption thereof, considering the adjustment of previous bill revisions if any as per law.

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 spread over the reading in between the periods from date of power supply (30.01.2013) to 17.03.2016 (up to billing month Feb-2016) with reference to consumption recorded in meter SI No 8125486 with the daily/monthly actual consumption thereof, considering the adjustment of previous bill revisions if any as per law.

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)

Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to:


(A.P. Sahu)

Member (Finance)

Grievance Redressal Forum
TPWODL, Burla - 768017


(A.K. Satpathy)

President

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Anil Ray, At-Sandhuriam, Po-Niktimal, Ps-Iaikera, 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".