

Grievance Redressal Forum

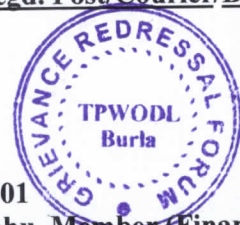
TPWODL, BURLA

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)/ 2262(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/795/2024																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Madan Makar C/o-Barun Makar At-Niktimal, Po-Dhuriam Ps-laikera Dist- Jharsuguda-768213		4135-2812-0760	6372079365																																
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-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>√</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand / Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment & apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply & GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection & equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>X</td> </tr> <tr> <td colspan="4">15. Others (Specify) -X</td> </tr> </table>				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			
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	<table border="1"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code,2019</td> <td>√</td> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004</td> <td></td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations,2004</td> <td></td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation,2006</td> <td></td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004</td> <td></td> </tr> <tr> <td>6. Others</td> <td></td> </tr> </table>				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																					
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- Madan Makar
Represented by Barun Makar

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

GRF Case No- BRL/795/2024

Madan Makar
C/O- Barun Makar
At-Niktimal, Po-Dhuriam
Ps-laikera
Dist- Jharsuguda.
Consumer No.- 4135-2812-0760

VRS

SDO(E)-II, JED, Jharsuguda



COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Barun Makar has appeared on behalf of Madan Makar 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 & 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.25.12.2012 through meter SL No 773607 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 June 2024 the KWh reading was 8319 with billing unit 2832 as recorded in the meter bearing SL No LW376031 which was effected in billing in Feb 2020. The above complainant has already availed the OTS scheme-2022 & benefits therein where It is found that Rs.9793.00 has been credited in the ledger to the complainant on 13.03.2023 towards electric bill as well as rebate of Rs.4048.71 was allowed by opposite party towards OTS rebate & also it is seen that there was outstanding of Rs.2177.52 as on 13.03.2023. As the complainant already availed the OTS-2022 hence, nothing to be consider for revision up to billing month Dec-2020. The consumer has been served bills during billing month June & July 2024 for billing units of 2832 & 1570 respectively with KWh reading of 8319 in June 2024 & no display on meter in July 2024 but it is seen that soon after punched the meter reading in billing the meter was replaced with a new meter bearing SI No TWSP51193412 which was installed on 12.09.2024 with IMR 0 & MF 1. So, from such meter change activities this Forum is not agreed on the billing for the month of June & 2024-2024 done by opposite party as well as doubt on billing of Aug-2024 which was raise for 736 units due to the above billing arrear of the above complainant has increased. The opposite party has neither show the meter installation protocol report nor the meter & the reading of 8319 therein & also expressed inability to show it. In such situation this Forum feels that the billing from June 2024 to Aug 2024 were improper & needs revision.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill in the following manner considering the adjustment of previous bill revisions if any as per law

- A. Revise the bill for the periods from 09.06.2024 to 12.09.2024 with reference to consumption recorded in meter SI No TWSP51193412 by taking six consecutive months consumption in the above meter with its Actual Average consumption.
- B. Revise the bill for the periods from 12.09.2024 to 14.09.2024 with reference to consumption recorded in meter SI No TWSP51193412 by taking IMR as '0' & FMR as 3.
- C. Not to revise any bill up to 31.12.2020 as the consumer has availed OTS 2022 scheme.



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 as per instruction given below:-
 - A. Revise the bill for the periods from 09.06.2024 to 12.09.2024 with reference to consumption recorded in meter SI No TWSP51193412 by taking six consecutive months consumption in the above meter with its Actual Average consumption.
 - B. Revise the bill for the periods from 12.09.2024 to 14.09.2024 with reference to consumption recorded in meter SI No TWSP51193412 by taking IMR as '0' & FMR as 3.
 - C. Not to revise any bill up to 31.12.2020 as the consumer has availed OTS 2022 scheme.
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

Final Order (GRF Case No. BRL/795/2024)

(A.P. Sahu)

Member (Finance)

Grievance Redressal Forum

TPWODL, Burla - 768017

Page 3 of 4

(A.K. Satpathy)

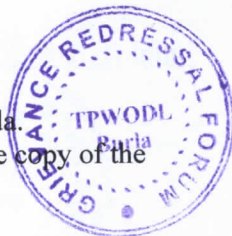
President

Grievance Redressal Forum

TPWODL, Burla - 768017


Copy to: -

1. Madan Makar, C/O-Barun Makar At-Niktimal, Po-Dhuriam, 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".


President
Grievance Redressal Forum
TPWODL, Burla - 768017