

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/BNED/ (Final Order)/ 2160 (A)

Date: 30/11/2024

Present:

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

1	Case No.	BRL/797/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Mohit Puta At-Sandha, Po-Kandheikela Dist-Jharsuguda-768226		4172-2305-1857	9938019635
3	Respondent/s	S.D.O (E),Belpahar			Division B.N.E.D, TPWODL, Brajarajnagar
4	Date of Application	14.11.2024			
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	14.11.2024			
9	Date of Order	29/11/24			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			


President

Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: ESO Office, Panchagaon

Appeared

For the Complainant- Mohit Puta

For the Respondent - SDO(Electrical), Belpahar, TPWODL.

GRF Case No- BRL/797/2024

Mohit Puta
At-Sandha, Po-Kandheikela
Dist-Jharsuguda
Con No-4172-2305-1857

VRS

SDO(Electrical), Belpahar, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Mohit Puta has appeared in the hearing on Dt. 14.11.2024 at the camp held at ESO Office, Panchagaon and submitted a written complaint wherein he has stated about billing dispute-High amount of PL/Avg billing from July-2022 to Oct-2023 & requested to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from May 2017 to Oct-2024 and a PVR carried out on Dt. 07.11.2024 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.12.04.2017 through meter SL No 108996 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. Actual bills were served up to July 2020 and PL/Avg bills from Aug-Sept-2020 to Dec-Jan-2021 & also for the period from Dec-2022 to Oct-2023. Meanwhile, the meter with SI No LW585284 was affected in billing in Feb-March 2021 & meter SL No 300077879 was installed in Nov-2023. The opposite party has done the bill revision from Jan 2024 to Feb-2024 (18.01.2024 to 10.04.2024) considering the meter reading of 184 KWh in meter SL No 300077879 on 10.04.2023 and withdraw Rs.7970.37. Hence, bill revision is required for further periods.


Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from Aug-2020 to Jan-2021 taking IMR as "0" in Feb-March-2021 & FMR as 1317 in Oct-Nov-2021 with reference to consumption recorded in meter SI No LW585284 & for the periods from Dec-2022 to Sept-2023 taking IMR as 31 in Dec-2023 & FMR as 1451 in Feb-2024 with reference to consumption recorded in meter SI No 300077879 and FC to be levied wherever found due to levied with the daily/monthly actual consumption thereof, considering the adjustment of previous bill revisions if any as per law.

ORDER

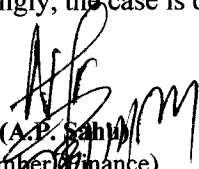
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

1. The Opposite Party is directed to revise the bill for the periods from Aug-2020 to Jan-2021 taking IMR as "0" in Feb-March-2021 & FMR as 1317 in Oct-Nov-2021 with reference to consumption recorded in meter SI No LW585284 & for the periods from Dec-2022 to Sept-2023 taking IMR as 31 in Dec-2023 & FMR as 1451 in Feb-2024 with reference to consumption recorded in meter SI No 300077879 and FC to be levied wherever found due to levied 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)
Co-opted Member

Grievance Redressal Forum
TPWODL, Burla - 768017


(A.P. Sahu)
Member (Finance)
Member

Grievance Redressal Forum
TPWODL, Burla - 768017


A.K. Satapathy
(President)
President

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Mohit Puta, At-Sandha, Po-Kandheikela, Dist-Jharsuguda
2. Sub-Divisional Officer (Elect.) Belpahar, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), BNED, TPWODL, Brajarajnagar
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.oriarc.org under the "head "Cases-> "GRF".)