

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

Ref: GRF/Burla/Div/DED/ (Final Order)/ 2256(4)

Date: 31/12/24

Present:

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

1	Case No.	BRL/834/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Chitra Behera C/o- Kailash Ch Sahu At-Sainghasal, Po-Ambgaon Ps-Barkote Dist-Deogarh		4141-1107-0883	9178367120
3	Respondent/s	S.D.O (Elect),Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	21.11.2024			
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	21.11.2024			
9	Date of Order	31/12/24			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Appeared

For the Complainant- Chitra Behera
Represented by Kailash Ch Sahu



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

GRF Case No- BRL/834/2024

Chitra Behera
C/O- Kailash Ch Sahu
At-Sainghasal, Po-Ambgaon
Ps-Barkote
Dist-Deogarh
Consumer No-4141-1107-0883

VRS

SDO(Electrical),Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Kailash Ch Sahu on behalf Chitra Behera has appeared in the hearing on Dt. 21.11.2024 at the camp held at ESO Office, Barkote and submitted a written complaint wherein he has stated about billing dispute- Arrear bill not paid & meter is disconnected & requested to revise/rectify the same.


SUBMISSION OF OPPOSITE PARTY

The opposite party has not submitted any relevant documents except billing abstract from June 2019 to Oct 2024 in this case.

OBSERVATION

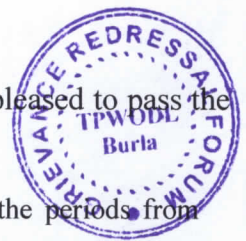
The case is pursued with all documents available in records submitted by the complainant and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-DOM consumer having CD of 1KW with date of initial power supply on Dt.12.12.2018 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. Actual bill has been served in March 2022 with KWh reading of 4849 with billing unit 3244 as per recorded consumption in meter SL No 2498108 was in billing since date of initial power supply. During Dec 2022 to June 2023 PL bills were served to the complainant. Meanwhile, the meter with SI No TWSP51005773 was in billing since July 2023 giving advance reading time to time. So, bill revision is required to settle the billing dispute.

Hence it is the opinion of the Forum that the opposite party is liable to spread over the reading of 4849 with IMR 1 for the periods from 12.12.2018 to March 2022 with reference to consumption recorded in meter SI No 2498108 & for the period from Dec 2022 to June 2023 with reference to consumption recorded in meter SI No TWSP51005773 taking IMR as 361 in Dec 2022 & FMR as 911 in May 2024 with the daily/monthly actual consumption thereof, considering the adjustment of previous bill revisions if any as per law & also withdraw the proportionate DPS from billing.


President
Grievance Redressal Forum
TPWODL, Burla - 768017

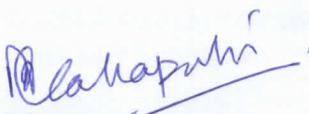
ORDER

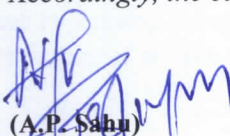
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

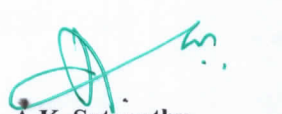


1. The Opposite Party is directed to spread over the reading of 4849 with IMR 1 for the periods from 12.12.2018 to March 2022 with reference to consumption recorded in meter SI No 2498108 & for the period from Dec 2022 to June 2023 with reference to consumption recorded in meter SI No TWSP51005773 taking IMR as 361 in Dec 2023 & FMR as 911 in May 2024 with the daily/monthly actual consumption thereof, considering the adjustment of previous bill revisions if any as per law & also withdraw the proportionate DPS from billing.
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


(A.P. Sahu)
Member (Finance)
Grievance Redressal Forum
TPWODL Burla - 768017


A.K. Satapathy
(President)
Grievance Redressal Forum
TPWODL Burla - 768017

2. Sub-Divisional Officer (Elect.) Deogarh, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), DED, TPWODL, Deogarh
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.orienc.org under the “head “Cases-> “GRF”.)