

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)/ 2317 (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/870/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Kame Kisan At-Tipirisingha, Tileibani, Ps-Laimura Dist-Deogarh		4141-1519-1132	
3	Respondent/s	S.D.O (Elect),Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	18.12.2024			
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) Cqde,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	18.12.2024			
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: At-Jharagogua under ESO Tileibani

Appeared

For the Complainant- Kame Kisan

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



GRF Case No- BRL/870/2024

Kame Kisan
At-Tipirisingha, Tileibani,
Ps-Laimura
Dist-Deogarh
Consumer No-4141-1519-1132

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Kame Kisan has appeared in the hearing on Dt. 18.12.2024 at the camp held at Jharagogua under ESO Office, Tileibani and submitted a written complaint wherein he has stated about billing dispute- abnormal meter reading & billing for Rs.40000.00 in a single month & has requested to revise/rectify the bill.

SUBMISSION OF OPPOSITE PARTY

The opposite party has not submitted any relevant documents except billing abstract from Feb-2011 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 0.11KW with date of initial power supply on Dt.15.12.2010 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. Bills were raised on KTJ tariff up to July-2016 except bills of Jan-2012, July-2012, Nov-2013 & July-2014 as Domestic category has happened due to table reading and hence to be treated as improper reading & billing. So, the billing up to July-2016 to be treated as KTJ category. In Sept-2016 reverse reading has been punched hence, round competition of meter took place & billed for 9672 units was absolutely incorrect & the billing was also incorrect. Since April-2017 Avg bills were served up to Oct-2019 & there after a meter SL No LW318050 was in billing in Sept-Oct-2019 but the billings were so raised not in accordance to meter reading on monthly basis & found that since Dec-2020 to Oct-2024 the consumptions units were less than 30 units which coming under KTJ category. During course of hearing the complainant has stated that he is having only two numbers of bulb in that premise for use where the opposite party was there & also admitted about the material facts & agreed that the pattern of consumption of the above complainant is very low. Considering all the material facts & billing data base as well as hearing of both parties it is concluded that the above complainant is using the p/s less than 30 units since date of power supply and hence to be treated as KTJ category.


Hence it is the opinion of the Forum that the opposite party is liable to revise the bill from the date of power supply to Dec-2024 treating the tariff as KTJ to settle the billing dispute with the adjustment of previous bill revisions if any as per law.

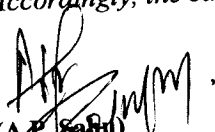
ORDER


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 from the date of power supply to Dec-2024 treating the tariff as KTJ to settle the billing dispute with 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.K. Satapathy)
Member (Finance)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017


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

- Copy to:-**
1. Kame Kisan, At-Tipirisingha, Tileibani, Ps-Lainmura, Dist-Deogarh.
 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.orierc.org under the “head “Cases-> “GRF”.”)