

**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)/ 2302(A)

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/874/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Jatru Kisan At/Po-Jharagoua, Ps-Laimura Dist-Deogarh		4141-1559-0434	
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) 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	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			

President

Grievance Redressal Forum

Place of Camp: At-Jharagogua under ESO Tileibani

Appeared

For the Complainant- Jatru Kisan

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



GRF Case No- BRL/874/2024

Jatru Kisan

At/Po-Jharagoua, Ps-Laimura

Dist-Deogarh

Consumer No-4141-1559-0434

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Jatru 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 billing on Mar-April-2018 & 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 Nov-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.29.03.2010 through meter SI No 809638 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 Dec-Jan-2019 the complainant has been served the bill for KWh reading of 2498 with billing unit 1405 and in March-April-2019 for unit of 7502 where it is found that the KWh reading was 0 hence round up of meter took place but in Sept-Oct-2019 the KWh reading was 2500 and there after in Nov-Dec-2019 to Nov-Dec-2020 the consumption pattern was less than 30 units. The above complainant was provided the p/s as KTJ category from very beginning but due to improper billing the consumer was converted to DOM tariff. On verification it came to the notice of the Forum that the Avg consumption from the date of p/s to Oct-2019 was approximately 21.74 units (on distribution of KWh reading of 2500 between date of p/s to Oct-2019) as the meter reading & billing were not up to satisfaction as per regulation & in later part from Nov-2019 to Dec-2020 the consumption pattern was less than 30 units. However, the consumption pattern from Jan-2021 to Nov-2024 were more than 30 units in many periods as per consumption recorded in meter SL No LW358374. In such situation the category was KTJ from date of power supply to Dec-2020 & there after as domestic hence required revision to settle the billing dispute.


Hence it is the opinion of the Forum that the opposite party is liable to revise the bill from date of power supply to Dec-2020 considering the category as KTJ 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 date of power supply to Dec-2020 considering the category as KTJ 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

Copy to:-

TPWODL, Burla - 768017



(A.P. Sanu)

Member (Finance)

Member

Grievance Redressal Forum

TPWODL, Burla - 768017


A.K. Satapathy

(President)

President

Grievance Redressal Forum

TPWODL, Burla - 768017

1. Jatru Kisan, At/Po-Jharagoua, Ps-Laimura, 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".)