



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)

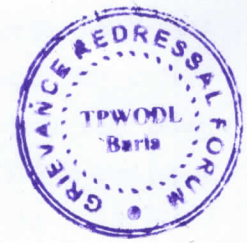
Ref: GRF/Burla/Div/BNED/ (Final Order)/ 1541 (4)

Date: 29/02/2024

Present:

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

1	Case No.	BRL/89/2024		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Mansatru Munda C/O-Sanjay Munda Kantatikra, Kudopali Dist-Jharsuguda	4172-2406-0049	7735484665
3	Respondent/s	S.D.O (E),Belpahar, TPWODL	Division B.N.E.D, TPWODL, Brajrajnagar	
4	Date of Application	24.01.2024		
5	In the matter of-	1. Agreement/Termination	X	2. Billing Disputes
		3. Classification/Reclassification of Consumers	X	4. Contract Demand / Connected Load
		5. Disconnection / Reconnection of Supply	X	6. Installation of Equipment & apparatus of Consumer
		7. Interruptions	X	8. Metering
		9. New Connection	X	10. Quality of Supply & GSOP
		11. Security Deposit / Interest	X	12. Shifting of Service Connection & equipments
		13. Transfer of Consumer Ownership	X	14. Voltage Fluctuations
		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	24.01.2024		
9	Date of Order	29/02/2024		
10	Order in favour of	Complainant	✓	Respondent
				Others
11	Details of Compensation awarded, if any.	NIL		



For the Complainant- Mansatru Munda
Represented By Sanjay Munda (Son)

For the Respondent - S.D.O (E), Belpahar, TPWODL

GRF Case No- BRL/89/2024

Mansatru Munda
C/O-Sanjay Munda
Kantatikra, Kudopali
Dist-Jharsuguda
Con No-4172-2406-0049

COMPLAINANT

VRS

S.D.O (E), Belpahar, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

Sanjay Munda on behalf of the consumer Mansatru Munda appeared before this Forum on 24.01.2024 at the camp held on SDO Office Belpahar and submitted a written complaint wherein he has stated that "Power supply was disconnected in previous period. All dues were paid & power get reconnected but a high amount of bill was received." Hence, he has request to revise /rectify the bill.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted billing abstract from April-2018 to Dec-2023²⁴ an a PVR carried on 31.01.2024 received on 16.02.2024 by courier where it is found that the meter SI No is WCV36820 with CMR 2134KWh with meter status is OK and remark given by concern authority that "power supply was disconnected on 14.01.2022 & reconnected on 19.04.2023, the consumer avail OTS in April-2023 cleared all his dues up to Dec-2021. As the consumer has already avail OTS, the bill may be revised from June-2021 to July-2023 as per the actual consumption of the meter in existence."

OBSERVATION

The case is persued 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 2KW with date of initial power supply 19.07.2001 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. This forum has seen the PVR dt.31.01.2024 with KWh reading of 2134 with reference to meter SI No WCV36820 with the note that power supply disconnected from 01.04.2022 to 19.04.2023 where RC has been done on 19.07.2023 & also mentioned that availed OTSS-2022 with the request to revise the bill from Jan-2021 to July-2023. After verification of the ledger, it is seen that OTSS-2022 has been availed by the complainant and availed the rebate of Rs.28333.92, its is seen that an amount of Rs.8954.66 was debited on 27.04.2023 the actual KWh reading was 1609 on 24.08.2018 (billing month July-2018). The above complainant has been served PL/Avg bills for the period from Aug-2018 to July-2023 and segregate the billing amount/revision amount among pre-vesting /Post-vesting periods i.e. up to 31.12.2020 & from 01.01.2021 to Aug-2023. Hence, required revision to settle the billing dispute.

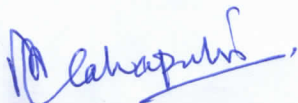
Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the period from Aug-2018 to July-2023 in reference to consumption recorded in meter SL No WCV36820 taking IMR as 1609 on 24.08.2018 (July-2018) & FMR as 1800 on 28.08.2023 (July-2023) with the daily/monthly actual consumption thereof as well as calculate the Act/Avg consumption & the units fall in Pre-OTSS period (up to 31.12.2020) and amount of billing thereon and waive the amount involved but keeping the unit & billing thereon for Post-OTSS periods from 01.01.2021 to Aug-2023 as by availing OTSS-2022 the complainant has clear the dues up to 31.12.2020 & the opposite party has already been issued NDC & hence not to make any addition/deletion in the billing ^{upto} (31.12.2020) to resolve the grievance of the complainant. considering the adjustment of previous bill revisions as per law if any.

ORDER

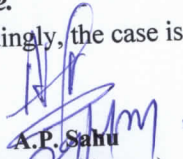
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.


1. The Opposite Party is directed to revise the bill for the periods from Aug-2018 to July-2023 in reference to consumption recorded in meter SL No WCV36820 taking IMR as 1609 on 24.08.2018 (July-2018) & FMR as 1800 on 28.08.2023 (July-2023) with the daily/monthly actual consumption thereof as well as calculate the Act/Avg consumption & the units fall in Pre-OTSS period (up to 31.12.2020) and amount of billing thereon and waive the amount involved but keeping the unit & billing thereon for Post-OTSS periods from 01.01.2021 to Aug-2023 as by availing OTSS-2022 the complainant has clear the dues up to 31.12.2020 & the opposite party has already been issued NDC & hence not to make any addition/deletion in the billing (31.12.2020) to resolve the grievance of the complainant. considering the adjustment of previous bill revisions as per law if any.
2. The Opposite party is directed not to consider the bill revision for the period already revised earlier/for the period of penalty/in both cases if any as applicable as 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 OTS scheme and rebate thereon if any as applicable as 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 in to 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, served 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, 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.***

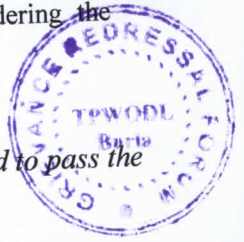
Accordingly, the case is disposed of.


B. Mahapatra
(Co-Opted Member)

Final Order (Revised) No. 19/169/2024
Grievance Redressal Forum
TPWODL, Burla - 768017


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


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



Copy to: -

1. Mansatru Munda, C/O Sanjay Munda, Kantatikra, Kudopali, Dist-Jharsuguda
2. Sub-Divisional Officer (Elect.), Belpahar, TPWODL, Brajarajnagar 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:Bhoingar, 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.orerc.org under the "head "Cases-> "GRF".)