

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



Ref: GRF/Burla/Div/DED/ (Final Order)/ 1496 (4)

Date: 27/02/24

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

1	Case No.	BRL/119/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Manoj Ku. Dash At/Po-Mardang,Dholpada,Tileibani, Dist- Deogarh.		4141-1523-0342	9556997229
3	Respondent/s	SDO(Electrical),Deogarh , TPWODL			Division D.E.D, TPWODL, Deogarh
4	Date of Application	19.01.2024			
5	In the matter of-	1. Agreement/Termination	X	2. Billing Disputes	√
		3. Classification/Reclassification of Consumers	X	4. Contract Demand / Connected Load	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	19.01.2024			
9	Date of Order	27/02/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: Division Office, TPWODL, Deogarh.

Appeared

For the Complainant- Sri Manoj Ku. Dash

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



GRF Case No- BRL/119/2024

(1) Sri Manoj Ku. Dash
At/Po- Mardang, Dholpada, Tileibani,
Dist- Deogarh.
Consumer No.- 4141-1523-0342

COMPLAINANT

VRS

(1) SDO(Elect.) Deogarh, TPWODL, Deogarh

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Sri Manoj Ku. Dash bearing Consumer No **4141-1523-0342** under DED, TPWODL, Deogarh stated about billing dispute.

Hence, the Complainant prayed before the Forum to consider his case for revision/rectification.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted the ledger copy for the period from Aug'2010 to Nov'2023 and not submitted any relevant documents in this case.

OBSERVATION

The case is pursued with all documents available in records (FG data base and Samadhan App) and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-domestic consumer having CD 1kw with initial date of p/s 10.04.2010 as seen from the FG data base. The above complainant was served PL/Avg. bills for the period from Jul-Aug'2012 to Nov-Dec'2018 as well as for the period from Oct-Nov'2022 to May'2023. The meter sl. no."LW087134" in billing since Jan'2014 and continued with actual billing upto Aug-Sep'2022 with kwh reading of "9522" with IMR as "1" and the meter sl. no."TPWODL1183680" was in billing since Jun'2023. During the course of hearing, the complainant has promised to pay an amount of Rs 25,000/- on or before 27.01.2024 where decided in presence of the both parties to not to disconnect the p/s with allow of suitable instalments to clear the dues after approached to the opposite party in writing accordingly. However, during scrutiny of ledger it came to the notice of the Forum that the above complainant has not paid the promised amount in time stipulation hence given the further opportunities to pay Rs 25000/- on or before 28 Feb'2024 and balance amount after revision. The billings were not proper for which bill revisions are required to settled the billing dispute.

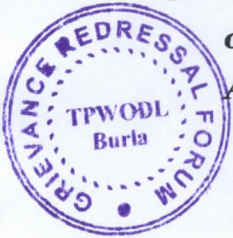
Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill for the period from Jan'2019 to Sep'2022 basing on the consumption recorded in meter sl. no." LW087134" with IMR as "1" kwh by spread over the reading of "9522" in between the periods (1st) and for the period from Oct'2022 to May'2023 basing on the consumption recorded in meter sl. no." TPWODL1183680" with IMR as "72" kwh in Jul'2023 and FMR as "463" kwh in Dec'2023 (2nd) with its daily/monthly actual average consumption thereof as well as for the period from Jan'2017 to Dec'2018 as per the consumption derived in 1st instance. The complainant is advised to pay Rs 25,000/- on or before 28.02.2024 to avoid disconnection and balance after revision with allow of instalment by opposite party on application for the same. If the complainant will pay the amount as mentioned hence not to disconnect the p/s by opposite party.


ORDER

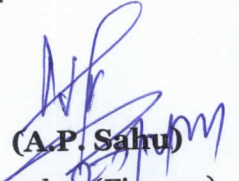
Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:


1. The Opposite Party is directed to revise the bill of the consumer for the period from Jan'2019 to Sep'2022 basing on the consumption recorded in meter sl. no." LWO87134" with IMR as "1" kwh by spread over the reading of "9522" in between the periods (1st) and for the period from Oct'2022 to May'2023 basing on the consumption recorded in meter sl. no." TPWODL1183680" with IMR as "72" kwh in Jul'2023 and FMR as "463" kwh in Dec'2023 (2nd) with its daily/monthly actual average consumption thereof as well as for the period from Jan'2017 to Dec'2018 as per the consumption derived in 1st instance. If the complainant will pay the amount as mentioned hence not to disconnect the p/s.
2. The Complainant is directed to pay Rs 25,000/- on or before 28.02.2024 to avoid disconnection and balance after revision with allow of instalment by opposite party on application for the same.
3. The Opposite party is directed not to consider the bill revision for the period already revised earlier and adjust the revision as per law/for the period of penalty/in both cases if any as applicable as not submitted any information for the same.
4. 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.
5. 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.
6. 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.
7. 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.
8. **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. Satpathy)
President
President
Grievance Redressal Forum
TPWODL, Burla - 768017

- Copy to: -**
- (1) Sri Manoj Ku. Dash, At/Po- Mardang, Dholpada, Tileibani, Dist- Deogarh.
 - (2) Sub-Divisional Officer (Elect.), Deogarh, TPWODL, Deogarh 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".




President
Grievance Redressal Forum
TPWODL, Burla - 768017