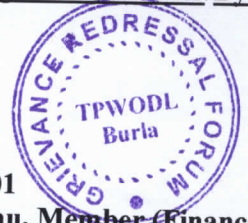


Grievance Redressal Forum
TPWODL, BURLA

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/JED/ (Final Order)/ 1511 (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/137/2024 | | | |
| 2 | Complainant/s | Name & Address | | Consumer No | Contact No. |
| | | Sri Sumanta Dilla Purunabasti, Agraharipada Dist-Jharsuguda | | 4131-2105-0523 | 8260135414 |
| 3 | Respondent/s | S.D.O (E)-I, Jharsuguda | | Division J.E.D, TPWODL, Jharsuguda | |
| 4 | Date of Application | 16.02.2024 | | | |
| 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 | 16.02.2024 | | | |
| 9 | Date of Order | 29/02/2024 | | | |
| 10 | Order in favour of | Complainant | √ | Respondent | Others |
| 11 | Details of Compensation awarded, if any. | NIL | | | |



appeared

For the Complainant- Sri Sumanta Dilla

For the Respondent - SDO-I(Electrical), Jharsuguda, TPWODL.

GRF Case No- BRL/137/2024

Sri Sumanta Dilla
Purunabasti, Agraharipada
Dist-Jharsuguda
Consumer No.- 4131-2105-0523

COMPLAINANT

VRS

(1) - SDO-I(Electrical), Jharsuguda, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Sumanta Dilla appeared before this forum on dated 16th of February 2024 at its camp held in the Division office Jharsuguda and submitted a written complaint wherein he has stated about billing dispute & he has requested to revise the bill.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted billing abstract from April-2018 to Jan-2024. No PVR or W/S has been submitted 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 2KW with date of initial power supply 11.06.2013 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute accrued for the period before 31.12.2020 even after availing OTSS-2022 with prayer to revise the bill. The above complainant has already been availed OTSS-2022 on 31.03.2023 and has been extended the benefit of rebate of Rs.17330.03. On scrutiny it came to the notice of the Forum that the opposite party has debited an amount of Rs.17970.06 on 12.02.2023 towards defective period assessment for the period from Sept-19 to Aug-2021. It is unfortunate to see that even after allowing OTSS-2022, the opposite party has debited the amount pertaining to some periods involved within the OTSS time stipulation. The OTSS was considered on the amount outstanding up to 31.12. 2020. So the period from Sept-2019 to Dec-2020 is coming under OTSS time stipulation. For these periods the opposite party can neither add nor subtract any amount in billing where OTSS has been allowed. The outstanding of the complainant should be treated as '0' & might be the opposite party has already issued no due certificate with reference to Law as per applicability. In such situation, further addition of any billing is to be treated as violation of OTSS-2022 guidelines. As observed, although defective assessment has already been done with reference to regulation but the opposite party has not kept in mind about the OTSS-2022 & its implementation for the above complainant. Hence, revision is required to settle the billing dispute.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill by withdrawing the billing so done for the period from Sept-2019 to Dec-2020 (16 months) towards defective period assessment should retain only 08 months billing (from Jan-2021 to Aug-2021) towards the same.



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 by withdrawing the billing so done for the period from Sept-2019 to Dec-2020 (16 months) towards defective period assessment should retain only 08 months billing (from Jan-2021 to Aug-2021) towards the same.
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.**

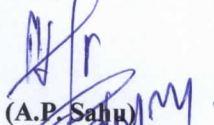
Accordingly, the case is disposed of.



B. Mahapatra 29/02/24
(Co-Opted Member)
Co-opted Member

Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to:-



(A.P. Sahu)
Member (Finance)
Member

Grievance Redressal Forum
TPWODL, Burla - 768017



A.K. Satapathy
(President)
President

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Sri Sumanta Dilla, Purunabasti, Agraharipada, Dist-Jharsuguda
2. Sub-Divisional Officer (Elect.)-I, Jharsuguda, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), JED, TPWODL, Jharsuguda
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".)