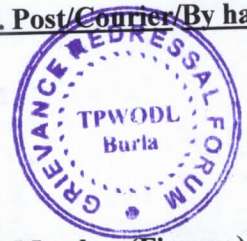


Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Bargarh, Pin- 768017Email: 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/SEED/ (Final Order)/ 1388 (A)

Date: 30/01/2024

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

1	Case No.	BRL/13/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Tejraj Majhi Kanibadhali, Padiabahal Dist-Sambalpur	4162-3408-0240	9937297754	
3	Respondent/s	S.D.O (E),Dhanupali	Division S.E.E.D, TPWODL, Sambalpur		
4	Date of Application	13.12.2023			
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	13.12.2023			
9	Date of Order	30/01/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: SDO Office,Dhanupali, TPWODL

Appeared

For the Complainant- Sri Tejraj Majhi



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

GRF Case No- BRL/13/2024

(1) Sri Tejraj Majhi
Kanibadhali, Padiabahal
Dist-Sambalpur
Consumer No.- 4162-3408-0240

COMPLAINANT

VRS

(1) SDO (Electrical),Dhanupali, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Tejraj Majhi bearing Consumer No 4162-3408-0240 is a domestic consumer. He has submitted a written complain wherein he stated that "Supply was disconnected and service cable also taken by Dept on 2009 without his knowledge. Staff from Section office disconnected his service connection. After request of his villager's line was again restored & supply was connected on 2014. He has been paid his electricity bill since 2014 & still arrears is shown as Rs.74092.00 as on Nov-2023. Hence, he requests to revise/rectify the bill.

SUBMISSION OF OPPOSITE PARTY

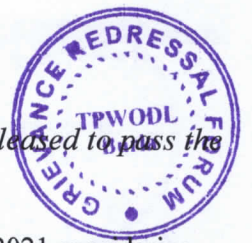
The Opposite Party has submitted the PVR carried on 08.01.2024 & no other documents have been submitted in this case.

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 1Kw with date of initial power supply 29.04.2003 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill & also expressed the displeasure. The meter SI No LW318863 was change on 19.02.2022 with IMR '0'. The complainant has expressed that the power supply was in DC position in 2009 & after request of villager's RC in 2014 but both parties have failed to submit the required documents/reports for the same. As seen PL/Avg bills were served from Oct-2011 to Jan 2021 & April 2003 to March-2004. It us also seen that the opposite party has already been taken steps for assessment of defective periods for the period from March-19 to Jan-2021 and debited an amount of Rs.41198.00. Actual bill was raised in March-2021(18.04.2021) with KWh reading of 2003 with billing. So, required bill revision for settlement of the billing dispute for other periods.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the period from 19.01.2021 to 18.04.2021 considering the recorded consumption in meter SI No LW318863 taking the IMR as '0' and FMR as 2003 by spread over & the defective period assessment from March-2019 to Jan-2021 to be taken care for recalculation with adjustment accordingly taking IMR as '0' on 19.02.2021 & FMR as 2686 of the above mentioned meter with its daily/monthly actual average consumption.

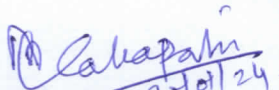
ORDER



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

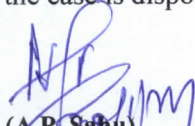
1. The Opposite Party is directed to revise the bill for the period from 19.01.2021 to 18.04.2021 considering the recorded consumption in meter SI No LW318863 taking the IMR as '0' on and FMR as 2003 by spread over & the defective period assessment from March-2019 to Jan-2021 to be taken care for recalculation with adjustment accordingly taking IMR as '0' on 19.02.2021 & FMR as 2686 of the above-mentioned meter with its daily/monthly actual average consumption.
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)
30/01/24

(Co-Opted Member)
Grievance Redressal Forum

TPWODL, Burla - 768017
Copy to:


(A.P. Sahu)

Member (Finance)
Grievance Redressal Forum

TPWODL, Burla - 768017


(A.K. Satpathy)

President
Grievance Redressal Forum

TPWODL, Burla - 768017

1. Sri Tejraj Majhi, Kanibadhali, Padiabahal, Dist-Sambalpur
2. Sub-Divisional Officer (Elect.), Dhanupali, TPWODL, Sambalpur with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), SEED, TPWODL, Sambalpur
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".)