

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/BNED/ (Final Order)/ 1528 (4)

Date: 29/02/2024

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

	Case No.	BRL/160/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Ujala Seta At/Po- Kirarama Dist- Jharsuguda.	4172-1501-2653	9692062972	
3	Respondent/s	S.D.O(Electrical), Belpahar , TPWODL		Division B.N.E.D, TPWODL, Brajrajnagar	
4	Date of Application	26.02.2024			
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	26.02.2024			
9	Date of Order	29/02/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Bandhabahal, TPWODL, Brajrajnagar.



Appeared

For the Complainant- Ujala Seta

Represented by Sri Dushamanta Seta

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

GRF Case No- BRL/160/2024

(1) Ujala Seta

At/Po- Kirarama,

Dist- Jharsuguda.

Consumer No.- 4172-1501-2653

COMPLAINANT

VRS

(1) S.D.O(Elect.), Belpahar, TPWODL, Brajrajnagar.

OPPOSITE PARTY

GIST OF THE CASE

The Complainant filed the petition in the name Sri Ujala Seta bearing Consumer No **4172-1501-2653** represented by Sri Dushamanta Seta under BNED, TPWODL, Brajrajnagar stated about billing dispute.

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

SUBMISSION OF OPPOSITE PARTY

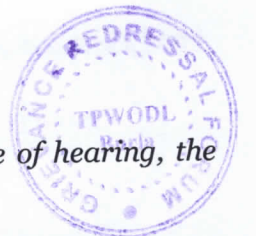
The Opposite Party has submitted ledger copy for the period from Jun'2011 to Jan'2024 in this case.

OBSERVATION

The case is pursued with all documents available in record 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 29.06.2011 through meter sl. no."ORC22301" as seen from the FG data base/Samadhan App. The complainant has been raised objection on billing dispute and pray for its revision. PL/Avg. bills were served from Jan'2014 to Nov'2015 where found the LD periods were Dec'2015 to Aug'2021. Reconnection has been done in Sep-Oct'2023 with kwh reading of "3877" with billing unit "3877". As reported in PVR, the p/s was reconnected on 09.11.2023 but could not submitted the money receipt for collection of DC/RC fees which to be verified by opposite party or otherwise if not collected to be debited for the amount of fees in the billing. The above complainant has been served the actual bill in Dec'2013 with kwh reading of "3259" (17.01.2017) with IMR as "zero" in reference to consumption recorded in meter sl. no."8101550" was continued in billing. So, bill revision is required to settle the grievance of the complainant.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill for the period from 18.01.2014 to 22.11.2023 except LD periods from Dec'2015 to Aug'2021 taking IMR as "3259" kwh & FMR as "3877" kwh basing on the consumption recorded in meter sl. no." 8101550" and the daily/monthly actual average consumption thereof.

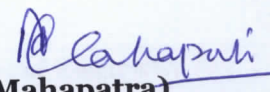
ORDER





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 18.01.2014 to 22.11.2023 except LD periods from Dec'2015 to Aug'2021 taking IMR as "3259" kwh & FMR as "3877" kwh basing on the consumption recorded in meter sl. no." 8101550" and the daily/monthly actual average consumption thereof.
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)
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 Dushamanta Seta, C/o-Ujala Seta, At/Po- Kirarama, Dist- Jharsuguda.
(2) Sub-Divisional Officer (Elect.), Belpahar, TPWODL, Brajrajnagar with the direction to serve one copy of the order to the Complainant/Consumer.
(3) Executive Engineer (Elect.), BNED, TPWODL, Brajrajnagar.
(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:Bhoynagar, 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".