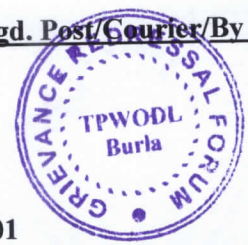


**Grievance Redressal Forum
TPWODL, BURLA**

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



Ref: GRF/Burla/Div/DED/ (Final Order)/ 1417 (4)

Date: 31/01/2024

Present:

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

1	Case No.	BRL/41/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Smt Jenamani Sahu C/O-Sri Pabitra Mohan Sahu At-Kaliapali Barkote Dist-Deogarh	4140-0103-2185	9348764769	
3	Respondent/s	E.E, DED, Deogarh, TPWODL & SDO (Electrical), Deogarh, TPWODL		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	22.11.2023			
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	22.11.2023			
9	Date of Order	31/01/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Barkote, TPWODL, Deogarh.



Appeared

For the Complainant- Smt Jenamani Sahu
Represented by Sri Pabitra Mohan Sahu

For the Respondent – E.E, DED, Deogarh, TPWODL
&
SDO (Electrical), Deogarh, TPWODL

GRF Case No- BRL/41/2024

Smt Jenamani Sahu
C/O-Sri Pabitra Mohan Sahu
At-Kaliapali
Barkote
Dist- Deogarh.
Consumer No-4140-0103-2185

COMPLAINANT

VRS

(1) E.E, DED, Deogarh, TPWODL
&
SDO (Elect.), DED, Deogarh, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

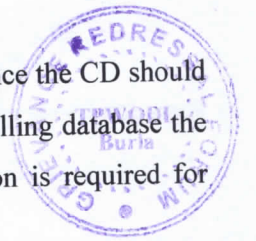
Sri Pabitra Mohan Sahu on behalf of Smt Jenamani Sahu appeared on Dt. 22.11.2023 at the camp held on ESO Office Barkote under SDO, Deogarh and submitted a written complaint wherein he has stated about billing dispute & request to rectify/revise the bill.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted billing abstract from Jan-2021 to Aug-2022 and PVR carried on 24.11.2023 where it is found that meter SL No is WLT194862 with CMR 12KWh with remark given by concern authority that "Line was disconnected physically from 28.02.2022 but bill was generated till 14.09.2022. The opposite party has also submitted written statement & photo of the meter 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 HT-Irrigation Pumping & Agriculture consumer having CD 3.73kw with date of initial power supply 26.11.2020 through meter Sl No WLT194862 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill & also expressed the displeasure. PL bills were served since date of power supply to Aug-2022 @ 951/432/480^{rs/1k} etc per month time to time although the meter was in existence from the date of power supply for which outstanding gone up to Rs.20866.89 up to billing month Aug-2022. Since 28.02.2022, LD has been made as reported in PVR by opposite party but could not submit the relevant documents like LTB6/Copy of register maintain for LD etc as the case may be hence not acceptable. Bill status- as stopped since Sept-2022. To obtain the meter reading given the power supply & taken the reading were found that the reading was 12KWh in reference to consumption recorded in meter Sl No WLT194862 on 24.11.2023. The billing is going on treating as HT supply instead of LT supply & required adjustment of fixed cost along with meter rent as



well as waived out of customer charges. As per PVR the complainant is using a 3HP motor hence the CD should be 2.238KW or Say 2.5KW but wrongly shown in billing as 3.73 KW needs rectification in billing database the CD as 2.5KW & also fixed to be levied from Sept-2022 to up to date. Hence bill revision is required for settlement the billing dispute.

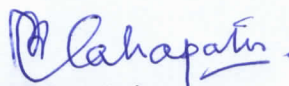
Hence it is the opinion of the Forum that the opposite party is liable to up to date the meter reading of 12KWh on 24.11.2023 & reset through 'O' code or as per system in FG data base for proper billing so that PL bills automatically will be adjust from billing & consider the RC immediately without taking any payment as has already paid Rs.3360.00 may be more as compare to billing due on the complainant with leavy of fixed cost for DC period as well as treatment to be done as LT supply & accordingly adjust the fixed cost & meter rent as per rule & withdraw the Customer charges already levied & stop leaving Customer charges henceforth.

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 up to date the meter reading of 12KWh on 24.11.2023 & reset through 'O' code or as per system in FG data base for proper billing so that PL bills automatically will be adjust from billing & consider the RC immediately without taking any payment as has already paid Rs.3360.00 may be more as compare to billing due on the complainant with leavy of fixed cost for DC period as well as treatment to be done as LT supply & accordingly adjust the fixed cost & meter rent as per rule & withdraw the Customer charges already levied & stop ~~leaving~~ ^{levyng} Customer charges henceforth.
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.***

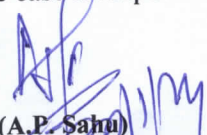
Accordingly, the case is disposed of.



(B. Mahapatra)
Co-Opted Member

Grievance Redressal Forum
TPWODL, Burla - 768017

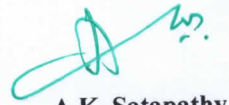
Final Order (GRF Case No. BRL/41/2024)



(A.P. Sahu)
Member (Finance)

Grievance Redressal Forum
TPWODL, Burla - 768017

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A.K. Satapathy
(President)

Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: -

1. Smt Jenamani Sahu ,C/O-Pabitra Mohan Sahu, At-Kaliapali,Barkote, 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,Deogath. TPWODL.
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”.