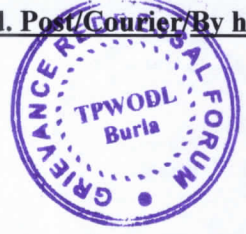


**Grievance Redressal Forum
TPWODL, BURLA**

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/SED/ (Final Order)/

1868 (4)

Date:

31/07/24

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

1	Case No.	BRL/453/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Rajalaxmi Panda At-Ainthapali,Jharsuguda Road,Budharaja Dist- Sambalpur-768004.		4117-3405-0069	9658787931
3	Respondent/s	SDO(Electrical), Ainthapali,TPWODL,		Division S.E.D, TPWODL, Sambalpur	
4	Date of Application	25.06.2024			
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	12.07.2024			
9	Date of Order	31/07/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: GRF Office, Burla, TPWODL, Sambalpur.



Appeared

For the Complainant- Rajalaxmi Panda
Represented by Akshaya Kumar Mohapatra

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

GRF Case No- BRL/453/2024

(1) Rajalaxmi Panda
At-Ainthapali, Jharsuguda Road, Budharaja
Dist- Sambalpur-768004.
Consumer No.- 4117-3405-0069

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Rajalaxmi Panda bearing Consumer No **4117-3405-0069** represented by Akshaya Kumar Mohapatra under SED, TPWODL, Sambalpur stated about billing dispute-in Feb'2024 suddenly served the bill an amount of Rs 13,752.24/- with billing unit 2199 and doubt on the consumption recorded in the meter with request to change the energy meter/installed a check meter in the letter addressed to SDO, Ainthapali.

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

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted PVR dtd. 05.07.2024, 11.07.2024, 03.04.2024, ledger copy for the period from Apr'2018 to May'2024 and written version in this case.

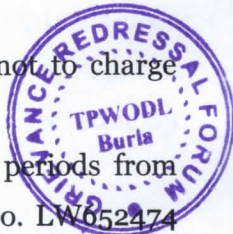
OBSERVATION

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 2kw with initial date of p/s 01.01.1990 as seen from the FG data base/ Samadhan App. The complainant has raised objection on billing dispute as mentioned in the gist of the case. The complainant has been served Avg bills for the period from May'2021 to Nov'2021 and PL bills from Mar'2021 to Apr'2021. The name change has been effected in billing from 30.11.2021 with transaction date 10.11.2021. During the course of hearing, the complainant has shown the displeasure on billing dispute, non-serving the bill time to time, replacement of meter took place after lapses of much time and raised the bill even after not stayed in the building for the period from May'2021 to Jul'2021 was outside due to personal ground. The meter sl. no. LW652474 was changed on 08.09.2021 with IMR as "0" kwh and MF "1". This Forum has gone through the PVR and w/s of opposite party where found that there are 02nos of service connection existing in that premises bearing consumer no. 4117-3405-0069 & 4117-3405-1176. The 2nd connection has been released on 08.05.2024 as per Reg. 20 of OERC Distribution (Conditions of Supply) Code, 2019 by opposite party was correct as the complainant is eligible for multiple connection in the premises. But, the declaration of opposite party for diversion of the load of the premises in w/s might not be hold good. The complainant is paying the electricity dues on regular basis as observed and seen from the documents. The complainant repeatedly during hearing raised objection on the billing of Rs 13,752.24/- in Jan'2024 for which bill served in Feb'2024. In the course of verification of billing database it is seen that the kwh reading was 11515 with billing unit 2199 in

20.02.2024). the opposite party has done the defective period assessment from Apr'2021 to Aug'2021 and debited an amount of Rs 7454.31/-in the billing. Further, another bill revision has also been done for the period from Feb'2023 to Jan'2024 and credited an amount of Rs 1471.96/-. After going through the records and hearing, this Forum feels that no doubt there was delay in meter replacement in the premises of the complainant which to be treated as negligence in discharging the duties and responsibilities of opposite party in time stipulation which is not at all acceptable any point of time by this Forum and the opposite party should take the grievance of the complainant and try to delivered the compliance same with time stipulation to avoid dissatisfaction of the complainant and developed the goodwill of license. On hearing date in presence of the opposite party the complainant has raised objection for non-staying in the building for the period from May'2021 to Jul'2021 but no reply was there from opposite party and hence this Forum accepted that the objection of the complainant as true and valid. Seen the letter no 137 dtd.09.05.2024 issued by SDO,Ainthapali to M/s G.V Electrical Pvt.Ltd. about suppressed reading detected and SDO,Ainthapali could not able to verify the meter reading as meter reading photos as not uploaded properly seems as suppressed readings have done intentionally. Due to the above activities the consumers are suffering a lot. To streamline, the higher management may take necessary steps to stop this type of practice levying penalty to the BA/meter reading organisation or other measures for control it. Although, the reading of 11515kwh available in the meter where found the meter is functioning properly and the recorded the consumption in due course but the meter readers were not punched the actual reading time to time hence billed the suppressed reading in Jan'2024, the bill served in Feb'2024. The opposite party could not able to able clarify about the suppressed reading (Date/day/month etc.) and accordingly this Forum is believing the suppressed reading has happened in between date of meter replacement to 20.02.2024 which needs spread over the units due to lack of confirmation on suppressed reading. So, for settlement of the dispute bill revision/rectification is required.

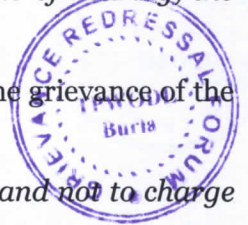
Hence, the Forum is in the opinion that the Opposite party is liable to act as per following guidelines to resolved the grievance of the complainant:-

1. The billing for the period from May'2021 to Jul'2021 to be withdrawn and not to charge anything as defective period assessment.
2. Spread over the kwh reading of "11515" with IMR as "zero" in between the periods from 08.09.2021 to 20.02.2024 basing on the consumption recorded in meter sl. no. LW652474 with its daily/monthly actual average consumption thereof.
3. The bill to be revised for the period from Apr'2021 to Aug'2021 except May'2021 to Jul'2021 as per new meter consumption (LW652474)- as per the daily/monthly actual average consumption so derived in sl. no.(2).
4. Adjustment of earlier revisions for debit of Rs 7454.31/- and credit of Rs 1471.96/- to be taken into account while to revise the bill as in sl. no.1 to 3.
5. Always pay attention to consumer complaint/grievance and its settlement at an early date so as to being the service provider for satisfaction of the consumer and built of the goodwill of the organisation at great extent.



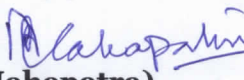
ORDER


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 act as per following instructions to resolved the grievance of the complainant:-
 - i. The billing for the period from May'2021 to Jul'2021 to be withdrawn and not to charge anything as defective period assessment.
 - ii. Spread over the kwh reading of "11515" with IMR as "zero" in between the periods from 08.09.2021 to 20.02.2024 basing on the consumption recorded in meter sl. no. LW652474 with its daily/monthly actual average consumption thereof.
 - iii. The bill to be revised for the period from Apr'2021 to Aug'2021 except May'2021 to Jul'2021 as per new meter consumption (LW652474)- as per the daily/monthly actual average consumption so derived in sl. no.(ii).
 - iv. Adjustment of earlier revisions for debit of Rs 7454.31/- and credit of Rs 1471.96/- to be taken into account while to revise the bill as in sl. no.(i) to (iii).
 - v. Always pay attention to consumer complaint/grievance and its settlement at an early date so as to being the service provider for satisfaction of the consumer and built of the goodwill of the organisation at great extent.
2. 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.
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) Rajalaxmi Panda, At-Ainthapali, Jharsuguda Road, Budharaja,
Dist- Sambalpur-768004.

(2) Sub-Divisional Officer (Elect.), Ainthapali, TPWODL, Sambalpur with the direction to
serve one copy of the order to the Complainant/Consumer.

(3) Executive Engineer (Elect.), SED, 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”.