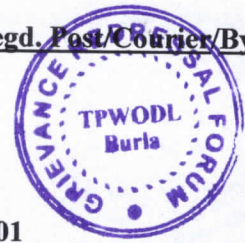


Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, 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)



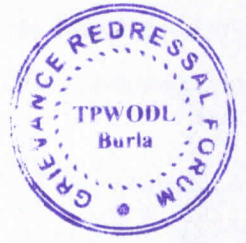
Ref: GRF/Burla/Div/SED/ (Final Order)/ 2079 (4)

Date: 30/09/24

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

1	Case No.	BRL/699/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Jibaljilu Dora Cheruapada, Badbazar Po/Dist- Sambalpur-768003		4116-2215-0600	9338558930
3	Respondent/s	SDO(Electrical),Khetrajpur, TPWODL		Division S.E.D, TPWODL, Sambalpur	
4	Date of Application	21.09.2024			
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	21.09.2024			
9	Date of Order	30/09/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Bazbazar, TPWODL



Appeared

For the Complainant- Jibaljilu Dora

For the Respondent - SDO(Elect.), Khetrajpur, TPWODL, Sambalpur.

GRF Case No- BRL/699/2024

Jibaljilu Dora

Cheruapada, Badbazar

Po/Dist- Sambalpur-768001

Consumer No.- 4116-2215-0600

VRS

SDO(Elect.), Khetrajpur, TPWODL, Sambalpur

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Jibaljilu Dora has appeared in the hearing on Dt. 21.09.2024 at the camp held at ESO Office, Bazbazar and submitted a written complaint wherein he has stated that "a new meter against new service connection was installed on 01.04.2024 & the first bill was served on 10.05.2024 the first bill was of 1041 units. I do not have that much of consumption & does not seem a normal bill. As per consumer thought, the meter was installed on 01.04.2024 and supplied was given on 09.04.2024. During that time, he was not present and he is in the doubt that the IMR of the meter was not '0' KWh" and hence, he has requested to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted Smart meter Installation Report, a PVR carried out on 25.09.2024 in this case and W/S in this case.

OBSERVATION

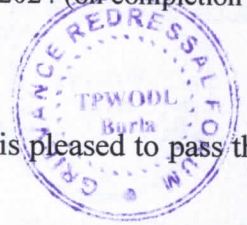
The case is pursued with all documents available in records submitted by the complainant and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-DOM consumer having CD of 2KW with date of initial power supply on Dt.31.03.2024 through meter SL No TWSP51169395 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. The first bill was generated by opposite party in April 2024 (10.05.2024) with KWh reading of 1041 with billing units 1041 & hence the IMR was '0' & the current bill was for Rs. 6505.93. This Forum has gone through the billing & units of consumption involved during May 2024 to Aug 2024 & found that the billing units were 160/41/78/80 units per month for the period from May 2024 to Aug 2024 respectively. During course of hearing the complainant has stated that the meter was installed on 01.04.2024 but power supply was effected on 10.04.2024 & also explain that he was not present during meter installation period with the declaration that there was doubt on IMR as '0' in FG data base & also expressed displeasure on such high units of billing from 10.04.2024 to 10.05.2024. The opposite party has submitted the meter installation protocols but this Forum unable to see the date of meter installation & IMR as it is not mentioned in the said document. On consideration of the consumption pattern during May 2024 to Aug 2024 it is seen that the billing unit so reflected in the billing data base may not be acceptable for such high consumption for the above short tenure of time.

Hence, considering all the material facts & documentary evidence it is concluded that either the IMR was not '0' or there was wrong punching of reading in the month of April 2024 for KWh reading of 1041 or the meter replacement has been done in earlier date/other places. So, the confirmation of the reading in April 2024 is of very doubtful & the billing for that month to be treated as wrong. In such situation, the opposite party is liable to

revise the bill for the month of April 2024 considering the consumption recorded in meter SI No TWSP51169395 taking IMR as 1041 in May 2024 & FMR as the recorded consumption in billing month Oct 2024 (on completion of six-month consecutive meter reading) with the daily/monthly actual consumption thereof.

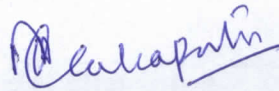
ORDER

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



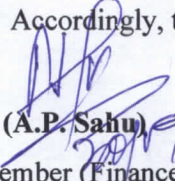
1. The Opposite Party is directed to revise the bill for the month of April 2024 considering the consumption recorded in meter SI No TWSP51169395 taking IMR as 1041 in May 2024 & FMR as the recorded consumption in billing month Oct 2024 (on completion of six-month consecutive meter reading) with the daily/monthly actual consumption thereof.
2. The Opposite party is directed not to consider the bill revision for the period revised earlier and adjust the revision as per law/for the period of penalty/in both cases, if any, as applicable as it has 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 benefits of OTS scheme and rebate thereof, if any, as applicable as it has 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 into 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, serve 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 at, 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 three 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. Bhabaju Dora, Cheruapada, Badbazar, Po/Dist- Sambalpur-768003.
 2. Sub-Divisional Officer (Elect.), Khetrajpur, 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.

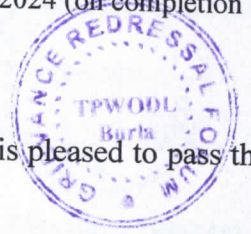
"If the complainant is aggrieved either by this order or due to non-implementation of the order of the Grievance Redressal Forum in time, he/she is at liberty to make representation to the Ombudsman-II, Qrs. No.3R-2(S), GRIDCO Colony, P.O:Bhoingar, Bhubaneswar-751022 (Tel No. 0674-2543825 and Fax No. 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".

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(B.Mahapatra)

(Co-Opted Member)
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TPWODL, Burla - 768017

(A.P. Sahu)

Member (Finance)
Member

Grievance Redressal Forum
TPWODL, Burla - 768017

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