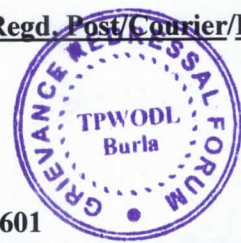


**Grievance Redressal Forum
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Bargarh, 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/JED/ (Final Order)/ 1391 (A)

Date: 30/01/2024

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

1	Case No.	BRL/16/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri ShaktiPada Adhikari K M Road Ghosh Colony Dist-Jharsuguda	4131-2101-0607	9437345256	
3	Respondent/s	S.D.O (E)-I,Jharsuguda	Division J.E.D, TPWODL, Jharsuguda		
4	Date of Application	12.01.2024			
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	12.01.2024			
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-I Office, Jharsuguda, TPWODL



Appeared

For the Complainant- Sri ShaktiPada Adhikari
Representated by Sri Satyanarayan Rao

For the Respondent - SDO-I(Electrical), Jharsuguda, TPWODL.

GRF Case No- BRL/15/2024

Sri ShaktiPada Adhikari
K M Road Ghosh Colony
Dist-Jharsuguda
Consumer No.- 4131-2101-0607

COMPLAINANT

VRS

(1) - SDO-I(Electrical), Jharsuguda, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Shakti Pada Adhikari appeared as a complainant for the Consumer Sri H.N. Ghosh, before this forum on dated 12th of January 2024 at its camp held in the office of SDO-1, Jharsuguda and submitted a written complaint wherein he has stated that average bill was served to him till January 2023. One new meter was installed on 28th of June 2022 but still he was getting average bill up to Jan 2023 Now he is getting correct bill so he has requested to revise the old bills.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted the information sheet regarding the consumer with the remark that billing has been done with 288 and 144 units during average provisional period. The basis of the billing was from February 2001 up to September 2009 it was in average. Again, from December 2012 to January 2023 it was on average basis. Provisional billing has been done from October 2009 up to November 2012 and actual billing has been done from February 2023 up to November 2023. The opposite party has submitted that there is scope of revision from January 2000 one to January 2023

OBSERVATION

From FG Records it is seen that from April 2018 up to January 2023 the billing was on "S" Code with 282,212 and other arbitrary billing units. On 28th of June 2022 a new meter was installed with serial number 300001540. The old replaced meter serial number was WESCO 163658. The FMR of the old meter on 28th of June 2022 was 3113 KWH.

Though the matter was installed on 28th of June 2022 the average billing has continued up to January 2023 and thereafter only actual bill have been served. From records it is also seen that there has been a bill revision for delay meter updation and during the billing of July 2023 the unit recorded is 2230 so it can be concluded that from the date of installation of the meter that is from 28th of June 2022, 2230 units have been consumed up to July 2023. Hence the billing should be revised by spreading over of the units over this period. Also, the previous average and provisional bills should be revised by taking the average consumption of the new meter installed by taking IMR as 0 on 28th of June 2022 and FMR as 2230 during July 2023 and dividing by the number of months.

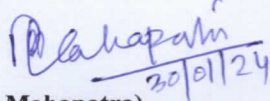
ORDER

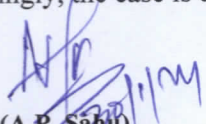



After careful examination of the documents submitted, this forum is pleased to order that-

1. The opposite party is directed to spread over the consumption of 2230 units from 28 of June 2022 up to July 2023 and the average & provisional billings of the previous months should be revised as per law by taking the average consumption in the new meter installed.
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.


30/01/24
B. Mahapatra
(Co-Opted Member)
Grievance Redressal Forum
TPWODL, Burla - 768017


(A.P. Sahu)
Member (Finance)
Grievance Redressal Forum
TPWODL, Burla - 768017


A.K. Satapathy
(President)
Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to:-

1. Sri ShaktiPada Adhikari, K M Road Ghosh Colony, Dist-Jharsuguda
2. Sub-Divisional Officer (Elect.)-I, Jharsuguda, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), JED, TPWODL, Jharsuguda
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.orerc.org under the "head "Cases-> "GRF".)