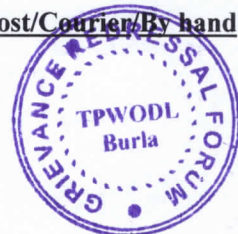


**Grievance Redressal Forum
TPWODL, BURLA**

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)



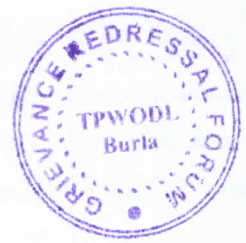
Ref: GRF/Burla/Div/SED/ (Final Order)/ 1392(4)

Date: 30/01/2024

Present:

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

| | | | | | |
|----|--|---|---|--|---|
| 1 | Case No. | BRL/17/2024 | | | |
| 2 | Complainant/s | Name & Address | | Consumer No | Contact No. |
| | | Sri Ekalabya Mohanty PattanaikPara Dist-Sambalpur | | 4116-2114-0229 | 9938902009 |
| 3 | Respondent/s | S.D.O (E),Khetrajpur | | | Division S.E.D, TPWODL, Sambalpur |
| 4 | Date of Application | 06.01.2024 | | | |
| 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 | 06.01.2024 | | | |
| 9 | Date of Order | 30/01/2024 | | | |
| 10 | Order in favour of | Complainant | √ | Respondent | Others |
| 11 | Details of Compensation awarded, if any. | NIL | | | |



Appeared

For the Complainant- Sri Ekalabya Mohanty

For the Respondent - SDO (Electrical), Khetrajpur, TPWODL.

GRF Case No- BRL/17/2024

(1) Sri Ekalabya Mohanty
Pattanaik Para
Dist-Sambalpur
Consumer No.- 4116-2114-0229

COMPLAINANT

VRS

(1) - SDO (Electrical), Khetrajpur, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

The complainant appeared before this Forum and stated in a written application that his meter was changed on 28th February 2023 and till date i.e. on 17th of June 2023 the units advanced in the meter was only eight unit. However, bill for the month of May 2023 is made for 6680 units, that is eight units actual plus 6672 units average. He has prayed that bill for the month of May 2023 may be reconsidered and revised. Further the complainant has submitted an earlier application addressed to Electrical SDO-2, TPWODL, SBP on dated 21st November 2023 regarding revision of electric bill of Consumer Number- 41162114 0229 of Sri Ekalabya Mohanty where he has mentioned that-“ the said house was already vacant and was in collapsed conditions since March 2005 and electric connection was physically disconnected from March 2005 therefore I request you kindly to verify and revise my electric bill so that I can clear my rest arrear.”

SUBMISSION OF OPPOSITE PARTY

The Opposite Party that is SDO Khetrajpur had submitted a written statement regarding the consumer Ekalabya Mohanty showing a revised calculation of the bill where it is mentioned that- “bill revision for the month of April 2023 as per actual meter reading. The service line was disconnected since March 2005 as mentioned in previous PVR. The line was RC with new meter installation as on 28/02/23. So the average unit taken in first bill after meter installation should be rectified. The billing unit should be eight unit in spite of 6680 unit.”

Further the opposite party has submitted a physical verification report of the consumer made on date 22nd of March 2023 where it is mentioned that- “certified that after proper verification by joint verification team (ESO, AOT, Lineman, Meter Reader) it has come to our knowledge that the house has been locked since March 2005 due to its demolished condition, RC on date 28th of February 2023 the PVR has been signed by the above-mentioned officers. PVR number is 52977 dated 22.03.2023 against the consumer Ekalabya Mohanty with consumer number 511621140229. The Opposite party has also submitted the ledger abstract of the consumer since April 2001 up to November 2023 as per Samadhan app. Also the SDO has submitted its W.S. on the date of camp where he has mentioned that-“the bill of April 2023 should be revised as meter unit of eight KWH instead of billing unit of 6680 KWH. The bill may be revised accordingly”

OBSERVATION

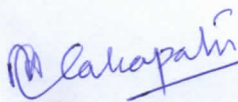
From the document submitted by the complaint as well as by the Opposite Party this Forum observed that a meter with serial number WSCO 156034 has been in records from April 2001 till March 2004. There was actual billing from April 2001 till October 2004 and the FMR in October 2004 was 12740 KWH. Thereafter PL and LF basis billing has been made from November 2004 till October 2009 with average billing units of 108 units and the reading of meter standing still at 12740. Again from November 2009 till July 2021 zero billing has been made. During October 2013, December 2015, January 2016 and March 2020 the current reading of the Meter has been again shown 12740 which was the same since October 2004. Again from December 2020 up to July 2021 billing was made in X code. Thereafter the next bill is made in April 2023 with X code, but there is also a 'C' code which denotes change of Meter. It is further verified that a Meter with Sl. No. TPWODL1032990 has been installed on 28.02.2023. Further during May 2023 again in the place of previous meter reading 'C' code is given. During the billing of April 2023 billing units has been put as 6680 with current bill amounting to Rs.34919.00. As per the submission of the opposite party this forum also considers that the billing of April 2023 made for billing units of 6680 is erroneous as in the PVR and also in the records only eight unit has been mentioned.

ORDER

After careful examination of the submissions of both the parties this forum is pleased to order that:-

1. The opposite party is directed to revise the bill by putting only 8 units consumption for the month of April 2023 instead of 6680 units, thereby giving a Credit Sundry to the Consumer of an amount of Rs.33633.60 (Rs.32340.00 as EC & Rs.1293.60 as ED) as submitted by the SDO, Khetrajpur in his submission.
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
(Opposite Member)

Grievance Redressal Forum
TPWODL, Burla - 768017

Final Order (GRF Case No. BRL/17//2024)



A.K. Satapathy
(President)

Grievance Redressal Forum
TPWODL, Burla - 768017

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Copy to: -

1. Sri Ekalabya Mohanty, ,PattanaikPara, Dist-Sambalpur
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: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".)