

**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/SEED/ (Final Order)/ 1677 (4)

Date: 27/04/24

Present:

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

1	Case No.	BRL/298/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Hirakhand Bidyut Karmachari Sangha C/O- Pranaya Ku Nayak Kalibadi Dist-Sambalpur	4161-3308-0369	8763082779	
3	Respondent/s	S.D.O (E), Bhutapada		Division S.E.E.D, TPWODL, Sambalpur	
4	Date of Application	06.03.2024			
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	06.03.2024			
9	Date of Order	27/04/24			
10	Order in favour of	Complainant	Respondent	Others	√
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Sakhipada



Appeared

For the Complainant- Hirakhand Bidyut Karmachari Sangha
Represented by Pranaya Ku Nayak

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

GRF Case No- BRL/297/2024

Hirakhanda Bidyut Karmachari Sangha
Kalibadi
Dist-Sambalpur
Consumer No.- 4161-3308-0369

COMPLAINANT

VRS

(1) SDO(Electrical), Bhutapada, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Pranay Kumar Nayak, General Secretary, HBKS, Sambalpur appeared as a complainant before this forum's camp at the office of ESO Sakhi Pada on Dt. 6th of March 2024 and submitted a written complaint wherein he has prayed to revise the electricity bill as per actual metering and as per new meter installed & running and to withdraw the whole defective bills and supply the correct bills.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted the ledger abstract of the consumer from May 2021 up to January 2024 from FG. The opposite party has also submitted its written statement where in the SDO-1 TPWODL, SEED, Sambalpur has stated that-

1. The consumer was served last actual bill in the bill month of 02/2022 with meter reading of 59.
2. From March 2022 to July 2022 billing month, consumer has been served as provisional basis bills.
3. From August 2022 up to August 2023 billing month, the bills have not been generated in the system as per FG System.
4. As on 13th October 2023 a meter number 300080133 was installed in the consumer premises.
5. In the billing month of September 2023, CMR was "1" unit but billing unit was "2939". As per the Office Records as a new meter was installed in the consumer premises the provisional bill was not adjusted in the bill from March 2022 up to September 2023 as per actual consumption.

The opposite party i.e. Officer, RCM, Sakhipada Electrical Section TPWODL, has also submitted a physical verification report of the consumers conducted on 7th of March 2024 where in the meter serial number is 300080133 with the meter box Seal number and the Meter terminal seal number are OK and the present CMR is 05 KWH. The remarks given are-

1. Meter is in running condition.
2. Bill may please be revised as per Actual Meter Reading.
3. All seals are intact.
4. Date of Meter replacement is 13th October 2023.

OBSERVATION

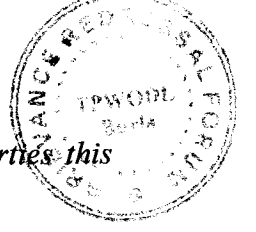
From the statements of the complainant as well as from the document submitted by the opposite party this forum has observed that the consumer is a LT GP consumer having CD of 1 KW and Date of the power supply is 6th of March 2021. On 5th march 2021 a meter with serial number WESCO9238062 was installed and power supply was given on 6^h of March 2021. Further on 13th October 2023 another meter with serial number 300080133

was installed replacing the old meter with FMR of old meter as 72 KWH. From records it is observed that the reading on 28th June 2022 is recorded as 72 KWH. So, the consumption of 72 units is from 6th of March 2021 up to 28 of June 2022. Further from 28th of June 2022 up to 26th of October 2023 bills have been prepared on "N" code. So, these bills are to be revised.

On 26th October 2023 a bill has been prepared with 2939 units for Rs.19033.00 This is considered arbitrary and needs to be withdrawn and bill is to be revised. On 13th of October 2023 another meter with serial number 300080133 has been installed and continuing till date.

ORDER

After careful examination of the statement and documents submitted by both the parties this forum is pleased to order that-



1. All bills from 6th of March 2021 up to 28th of June 2022 should be revised by taking IMR as zero and FMR as 72 KWH respectively.
2. From 28th of June 2022 up to 13th October 2023 all bills are to be revised by taking average consumption of six months after a new meter was installed. For this a Fresh PVR with meter details with photo may be made and average calculation may be done accordingly.
3. From 13th October 2023 till date of the Fresh PVR to be made, all bills may be revised accordingly by taking IMR at zero on 13th October 2023 and FMR as will be obtained as per the Fresh PVR.
4. Further bills are to be prepared on actual basis by taking actual meter readings.
5. 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.
6. 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.
7. 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.
8. 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.
9. 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.
10. ***Opposite party is directed to submit the compliance report to this Forum within seven month from the date of issue of this order as the case may be.***

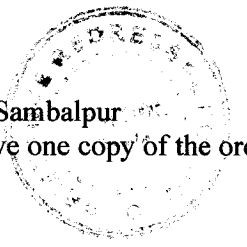
Accordingly, the case is disposed of.

B. Mahapatra
(Co-Opted Member)
Co-opted Member
Grievance Redressal Forum
TPWODL, Burla - 768017

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

Copy to: -

1. Hirakhand Bidyut Karmachari Sangha, C/O-Pranaya Ku Nayak, Kalibadi, Dist-Sambalpur
2. Sub-Divisional Officer (Elect.) Bhutapada, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), SEED, 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".)