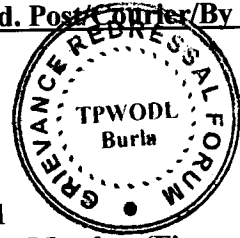


**Grievance Redressal Forum
TPWODL, BURLA**

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/SED/ (Final Order)/ 1738 (4)

Date: 31.05.2024

Present:

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

1	Case No.	BRL/302/2024			
2	Complainant/s`	Name & Address	Consumer No	Contact No.	
		Kunja Bihari Singh At-Papdera Po-Basantpur Hirakud Sambalpur-768025	4118-3311-0451	8093819479	
3	Respondent/s	S.D.O (E),Hirakud	Division S.E.D, TPWODL, Sambalpur		
4	Date of Application	28.03.2024			
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	28.03.2024			
9	Date of Order	31/05/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Gosala, TPWODL

Appeared

For the Complainant- Sri Chaturbhuj Pradhan

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



GRF Case No- BRL/302/2024

Kunja Bihari Singh

At-Papdera

Po-Basantpur

Hirakud

Sambalpur-768025

Consumer No.- 4118-3311-0451

VRS

SDO (Electrical), Hirakud, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Kunja Bihari Singh appeared on Dt. 28.03.2024 at the camp held at ESO Office, Gosala and submitted a written complaint wherein he has stated that "he is getting inflated bills which is wrong also he is billed with another meter which is not installed at his premises. He is complaining this issue since last 12/13 years but no action has been taken yet" so he has requested look into this matter & revise the bill.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted consumer history from April-2018 to Feb-2024, a PVR carried on 23.04.2024 & also submitted a written statement 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 1KW with date of initial power supply 14.09.2010 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. Meanwhile, the meter SI No WLT006925 was effected in billing May-2017. In June-2023 (31.07.2023) the KWh reading was 241 with billing unit 240 hence, the IMR was '1. In Sept 2023 the billing unit was 7381 with KWh reading of 7722. This Forum has gone through the PVR carried on 23.04.2024 of opposite party and found the meter SI No WLT006925 at site. The opposite party has submitted the photograph of the meter but not certified by both parties hence, creating confusion whether the above meter at site or any other meter available in that premises. The complainant has raised objection on meter reading & meter with the statement that no such meter is available in its premises. From the PVR it is seen that there was no seal available in the meter & given the reading of 7906 on 23.04.2024 might not be correct as because the above reading may not be treated as proper reading in absence of proper sealing might be otherwise consumption was there but not recorded. The above complainant has been served Pl/Avg bill from date of power supply to Dec-2022 & actual billing is going on since June 2023 to till date. The complainant has been served bills from the date of power supply to till date although there were meters but neither treated as defective nor consider as effective. In such situation the billings of the complainant should not be declared as proper & with reference to regulation and hence, to settle the billing dispute & resolve the case bill revision is required. The opposite party has never tried to make correct the billing despite several request since 12/13 years as stated by the complainant.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from date of power supply to up to date after installation of a new meter in the premises of the complainant with proper sealing & completion of meter installation in all respect considering six months consecutive consumption with its daily/month actual average consumption thereon.

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 periods from date of power supply to up to date after installation of a new meter in the premises of the complainant with proper sealing & completion of meter installation in all respect considering six months consecutive consumption with its daily/month actual average consumption thereon.
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 seven months from the date of issue of this order as the case may be.**

Accordingly, the case is disposed of.

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

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

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

1. Kunja Bihari Singh, At-Papdera, Po-Basantpur, Hirakud, Dist- Sambalpur
2. Sub-Divisional Officer (Elect.), Hirakud, 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”.)