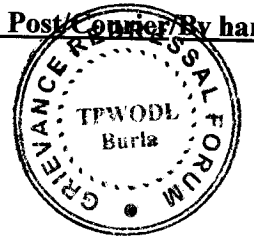


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 1737 (4)

Date: 30/04/24

Present:

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

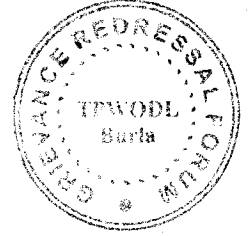
1	Case No.	BRL/318/2024			
2	Complainant/s`	Name & Address		Consumer No	Contact No.
		Duryodhan Naik C/O-Pardeshi Naik (Son of Consumer) Gujrati Colony Sambalpur		4116-3301-0495	9861752048
3	Respondent/s	S.D.O (E),Khetrajpur		Division S.E.D, TPWODL, Sambalpur	
4	Date of Application	08.04.2024			
5	In 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	08.04.2024			
9	Date of Order	30/04/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office PHD Section, TPWODL

Appeared

For the Complainant- Duryodhan Naik
Represented by Pardeshi Naik

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



GRF Case No- BRL/318/2024

Duryodhan Naik
C/O- Pardeshi Naik
Gujrati Colony
Sambalpur
Con No-4116-3301-0495

COMPLAINANT

VRS

SDO (Electrical),Khetrajpur, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Pardeshi Naik (Son of consumer) representative of Late Duryodhan Naik (Consumer) is a LT Domestic consumer bearing consumer No 4116-3501-0495 of CD 5KW. As per present record Meter SI No WPM305511 is there. The initial date of power supply is 01.01.1990. The consumer has requested to revise the bill as he is not satisfied with the revision made earlier by TPWODL. The bill needs to have been revised from Aug-2006 up to April-2019 @ 452 unit/month and the Avg/Provisional units for the above period needs to be withdrawn. Accordingly, revision proposal was submitted from SDO, Khetrajpur vide L No Nil Dt.04.04.2023 to SED, Sambalpur and subsequently SED, Sambalpur also submitted the revision proposal to S E, Sambalpur on 05.04.2023 which is signed by DFM, SED & E E, SED, for withdrawal of totaling Rs.130281.47. (1) Rs.2625.65 & (2) Rs.127655.82. Subsequently office of SE, SBP also audited the revision proposal and recalculated as below Dt of meter Change 28.04.2019, IMR = 0 an FMR = 3092 (Oct-2019) and average was calculated as $3092/6=516$ units. Accordingly, the following amount was withdrawn from bill of the consumer (1) Rs.2248.73

(2) Rs.95437.46

Total Rs.95686.19

The consumer has raised objection to the amount withdrawn and now complains that an amount of Rs.130287.47 should have been withdrawn and hence he has prayed this Forum to reconsider the amount to be withdrawn.

SUBMISSION OF OPPOSITE PARTY

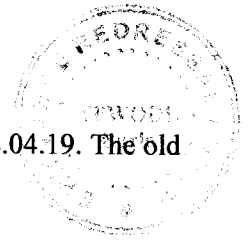
The opposite party has submitted PVR carried on 04.04.2023, Consumer history/billing abstract from April 2001 to Feb-2024, Sundry adjustment cover sheet & Calculation Sheet. The opposite party has also submitted letters of inter office communication relating to bill revision.

OBSERVATION

From 2001 to Oct 2004

- PI/Avg bill of 288 units by monthly.
- Nov-2004 to Dec 2004 actual billing @ 102, 198 units.
- Jan 2005 to Aug 2005 Avg billing @ 198 units.
- Sept-2005 billing is in actual adjusted for 02 month only.
- Oct-2005, Nov-2005 & Dec-2005 provisional billing.

- Jan 2006 actual adjusted for 02 months only.
- Feb-2006 to July-2006 Provisional bills with actual adjustment.
- Aug-2006 to March 2019, Avg/PI billing with 540, 787, 685 units.
- In April -2019 a new meter bearing SL No WPM305511 has been installed on 28.04.19. The old meter reading was not mentioned.
- May-2019 actual meter continues.
- On 07.11.2019 the meter reading was 2845KWh.



After examining the statement of the complainant and the documents submitted by the opposite party, this Forum has observed that there has been an arithmetic lapse with calculation of the amount to be withdrawn. As the new meter was installed on 28.04.2019 the IMR shown to be taken as '0' on 28.04.2019. From FG records the reading of 3092 units is recorded on Dt.11.12.2019, after the gap of 7months & 13 Days. In the calculation done by auditors of S E office 3092 units have been divided by 06 months and average consumption of 516 units/month have been considered and the bill was accordingly revised by which the amount Rs.97686.19 has been withdrawn.

If the above calculation is recalculated as below: -

1. IMR = 0 on 28.04.2019
2. FMR = 3092 on 07.11.2019.
3. The average days in a month = $365/12=30.417$ or say 30.42
4. The gap of days from 28.04.2019 to 07.11.2019= 194 days (April-03+May-31+June-30 July-31+Aug-31+Sept-30+Oct-31+Nov-07)
5. Average Consumption per month in units = $3092/194 \times 30.42=484.83$ or Say 485

Hence, average consumption will be arrived at 485 unit per month (over a period from 28.04.2019 to 07.11.2019 for 194days) and the revision calculation should be accordingly done considering 485 unit/month instead of 516 unit as well as served the revise bill further to the complainant/consumer.

ORDER

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

1. The opposite party is directed to recalculate the revision of bill of the consumer from Aug-2006 to March-2019 as above and the amount as appropriate should be withdrawn from bill of the consumer considering the average consumption per month as 485 unit instead of 516 units.
2. 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.
3. The Opposite Party is directed to collect the revised bill amount and on non-payment, to serve the Disconnection Notice to the Complainant as per Indian Electricity Act,2003 under Section 56(i) and disconnect the power supply accordingly.
4. 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.


5. *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)
(Co-Opted Member)


(A.P. Satapathy)
Member (Finance)
Member

Grievance Redressal Forum
TPWODL, Burla - 768017


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

Copy to: -

1. Duryodhan Naik, C/O- Pardeshi Naik, Gujrati Colony, Dist- Sambalpur
2. Sub-Divisional Officer (Elect.), Khetrampur, 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.orerc.org under the “head “Cases-> “GRF”.)