



**Grievance Redressal Forum
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017

Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

Bench: A.K.Satpathy, President and A.P.Sahu, Member (Finance)

Ref: GRF/Burla/Div/SEED/ (Final Order)/ 1698(4)

Date: 30/04/24

Present: Sri A.K.Satpathy, President.
Sri A.P.Sahu Member(Finance).

1	Case No.	BRL/321/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		The President Hutma-1 At - Gambharkanta(Hutma), Po- Themra Dist- Sambalpur-768005.		4160-0106-0345	9668981314
3	Respondent/s	EE(Electrical) TPWODL,Sambalpur		Division S.E.E.D, TPWODL, Sambalpur	
4	Date of Application	09.04.2024			
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		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	08.01.2024			
9	Date of Order	30.04.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

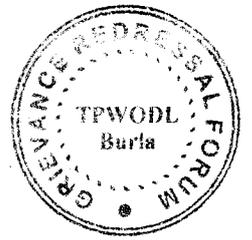
Place of Camp: ESO Office, Sason, TPWODL, Sambalpur.

Appeared

For the Complainant- The President Hutma-1

Represented by Sri Bibhuti Badhei

For the Respondent - SDO(Elect.) Rengali,TPWODL,Sambalpur.



GRF Case No- BRL/321/2024

(1) The President Hutma-2

At - Gambharkanta(Hutma),

Po- Themra

Dist- Sambalpur-768005.

Consumer No.- 4160-0106-0345

VRS

(1) SDO(Elect.) Rengali,TPWODL,Sambalpur.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of President Hutma-1 bearing Consumer No **4160-0106-0345** represented by Sri Bibhuti Badhei under SEED, TPWODL, Sambalpur stated about billing dispute.

Hence, the Complainant prayed before the Forum to consider his case for revision/rectification.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted PVR dtd.09.04.2024 and not submitted w/s in this case.

OBSERVATION

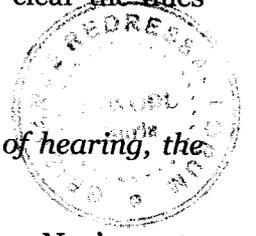
The case is pursued with all documents available in records (FG data base and Samadhan App) and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-IPA consumer having CD 12kw with initial date of p/s 23.05.2018 as seen from the FG data base. The complainant has raised objection on billing dispute. PL/Actual bill has been served upto Oct'2020(13.11.2020) with adjustment of PL bills where it is seen that the kwh reading was "27476" in reference to consumption recorded in meter sl. no."WVT00964" in billing since date of its p/s. The meter sl. no."10008629" was installed on 01.09.2022 with IMR as"o" and MF "1" with old kwh reading as "103919" and Kvah "128714". The kwh reading of "103919" was in existence as per record. However, doubt was created in the mind of the Forum and accordingly the opposite party has asked to submit the MRT report (Smart meter installation/replacement protocol sheet) but has failed to do so. For betterment and confirmation of the reading so recorded in FG data base this Forum has directly communicated to MRT officers and able to obtained the Smart meter installation/replacement protocol sheet. On verification of the protocol sheet it is seen that the meter sl. no."WVT00964" was in billing and at site also upto date of replacement of the new smart meter(30.08.2022). During scrutiny of the protocol sheet, it came to the notice of the Forum that the old meter was replaced by smart meter but the meter was in burnt/damaged condition hence found no final meter reading on 30.08.2022 which is contradictory to billing data. It is the great concerned of this Forum that the MRT,Burla how uploaded the CMR as "103919" in billing data abnormally although not available the same in the meter. So, the CMR of "103919" is treated as incorrect and cannot be considered for billing purpose. Further, it is seen that PL/Avg. bills were served from Nov'2020 to Aug'2022. So, for settlement of the dispute bill revision is required.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill for the period from Nov'2020 to Aug'2022 taking the IMR as "zero" kwh on 01.09.2022 and FMR as "23855" on 03.03.2023 basing on the consumption recorded in meter sl. no." 10008629" with its daily/monthly actual average consumption thereof. The above complainant is paying the bill although irregular but lump sum amount time to time as seen from the payment data. During hearing, the complainant has requested not to disconnection the p/s due to standing crop in that cultivated area at present and to allow instalments to clear the outstanding dues. In this context, this Forum believes that the complainant is presenting in a correct manner. So, considering the material facts this Forum feels to allow maximum instalments by opposite party to clear the dues as well as not to disconnect the p/s for safe guard of the standing crops in existence in their cultivated land. The complainant is also liable to clear the dues through instalments to be fixed by opposite party after revision.

ORDER

Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:

1. *The Opposite Party is directed to revise the bill of the consumer for the period from Nov'2020 to Aug'2022 taking the IMR as "zero" kwh on 01.09.2022 and FMR as "23855" on 03.03.2023 basing on the consumption recorded in meter sl. no." 10008629" with its daily/monthly actual average consumption thereof and not to disconnection the p/s due to standing crop in that cultivated area at present and to allow maximum instalments to clear the outstanding dues.*
2. *The Complainant is directed to clear the dues through instalments to be fixed by opposite party after revision.*
3. *The Opposite party is directed not to consider the bill revision for the period already revised earlier and adjust the revision as per law/for the period of penalty/in both cases if any as applicable as not submitted any information for the same.*
4. *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.*
5. *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.*
6. *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.*
7. *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.*



[Handwritten Signature]

8. **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.



(A.P. Sahu)

Member (Finance)
Member

Grievance Redressal Forum
TPWODL, Burla - 768017



(A.K. Satpathy)

President
President

Grievance Redressal Forum
TPWODL, Burla - 768017

- Copy to: -**
- (1) The President Hutma, C/o-Sri Bibhuti Badhei, At - Gambharkanta(Hutma), Po- Themra, Dist- Sambalpur-768005.
 - (2) Sub-Divisional Officer (Elect.) Rengali, TPWODL, Sambalpur 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".