

**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)/ 1444(y)

Date: 23/02/2024

Present:

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

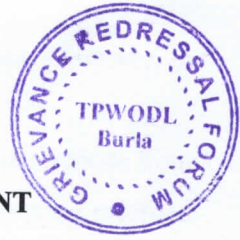
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|----|--|---|---|--|--------------------------|--------|--------------------------|
| 1 | Case No. | BRL/63/2024 | | | | | |
| 2 | Complainant/s` | Name & Address | Consumer No | Contact No. | | | |
| | | Sri Chaturbhuj Pradhan At-Mahammadpur Hirakud Sambalpur | 4118-3203-0058 | 9937987101 | | | |
| 3 | Respondent/s | S.D.O (E),Hirakud | Division S.E.D, TPWODL, Sambalpur | | | | |
| 4 | Date of Application | 09.08.2023 | | | | | |
| 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 | 09.08.2023 | | | | | |
| 9 | Date of Order | 23/02/2024 | | | | | |
| 10 | Order in favour of | Complainant | <input checked="" type="checkbox"/> | Respondent | <input type="checkbox"/> | Others | <input type="checkbox"/> |
| 11 | Details of Compensation awarded, if any. | NIL | | | | | |

of Camp: SDO Office Hirakud, TPWODL
eared
for the Complainant- Sri Chaturbhuj Pradhan
for the Respondent - SDO (Electrical),Hirakud, TPWODL.
GRF Case No- BRL/63/2024

Sri Chaturbhuj Pradhan
At-Mahammadpur
Hirakud
Sambalpur
Consumer No.- 4118-3203-0058

VRS

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



COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Chaturbhuj Pradhan appeared on Dt. 09.08.2023 at the camp held on SDO Office Hirakud and submitted a written complaint wherein he has stated about billing dispute & request to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted the PVR Dt. 01.02.2024 with the remarks to replace the cable as the incoming cable in joined position and also a written statement with requesting to revies the billing from Oct-2018 to Jan-2023 considering IMR as 1490 and FMR as 18259 KWh in reference to meter SI No WLT075871 in this case.

OBSERVATION

The case is persued 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 2KW with date of initial power supply 31.01.2007 through meter SI No 2026498 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. The above complainant has already been served actual bills up to Sept-2018 with KWH reading of 1490 (Dt.21.10.2018) in reference consumption recorded in meter SI No WLT075871 might not be proper and PL bills were served from Oct-2018 to Dec-2022 (22.10.2018 to 17.01.2023) and thereafter served actual bills in Jan-2023 (27.02.2023) with reading of 18259 with billing unit 16769 where it is seen that the PL bill amounting Rs.26432.06 has already been adjusted. It is seen that the billing in the above meter was continued up to replacement of meter bearing SI No TWSP51073369 was installed on 13.11.2023 with IMR '0' & MF 1 & CMR of old meter was 19559KWh.Hence, required revision to settle the billing dispute. The opposite party has given credit for Rs.29135.93 in April-2020 & debited Rs.12955.00 in Aug-2017 might be for penalty but details yet not submitted nor mentioned in its W/S. PL bills were served from April-2009 to jan-2013. During verification of the ledger it came to notice of the Forum that the meter might be installed in Feb-2014 & due to noon updation of meter in billing data base it was continued with PI/Avg basis up to May-2018 where found reading of 870 with billing unit 870 with IMR as '0' & thereafter continued Actual & PL basis with KWh reading of 18259 & billing unit of 16769 due to which the current actual bill has been raised for Rs.54631.46 after adjustment of PL bills (EC-25413.80 + ED-10182.26). The above billing seems to be incorrect & has happened due to improper billing not for house was in Lock position for a such long period for which special enquiry to be required. The opposite party is not supposed to hide the material facts to the Forum as because this Forum is having much experience in metering , meter reading & billing thereon & try to learn more & take action on meter reader to streamline the meter reading & billing thereon. Due to such laces, the complainant is suffering a lot which should not repeat henceforth. The opposite party has failed to mentioned about the date of meter installation or to submit any

ant documents in its support or prof hence, benefit of double will move to the complainant. However, to settle the billing dispute bill revision is required.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from Feb-2014 to Jan-2023 by spread over the reading of 18259 with IMR '0' in reference to consumption recorded meter SI No WLT075871 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any as not submitted any details & for the period from Feb-2011 to Jan-2013 on basing on the daily/monthly actual consumption as derive earlier case with reference to Regulation 155.

ORDER

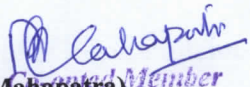
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

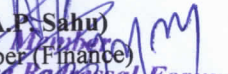
1. The Opposite Party is directed to revise the bill for the periods from Feb-2014 to Jan-2023 by spread over the reading of 18259 with IMR '0' in reference to consumption recorded meter SI No WLT075871 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any as not submitted any details & for the period from Feb-2011 to Jan-2013 on basing on the daily/monthly actual consumption as derive earlier case with reference to Regulation 155.
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.

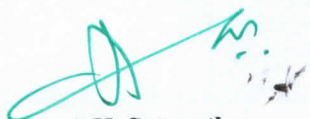
The Opposite Party is directed to collect the revised bill amount and on non-payment, served the Disconnection Notice to the Complainant as per Indian Electricity Act,2003 under Section 56(i) and disconnect the power supply accordingly.

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)
Member
(Co-Opted Member)
Grievance Redressal Forum
TPWODL, Burla - 768017


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


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

Copy to:

1. Sri Chaturbhuja Pradhan, At-Mahammadpur, 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".)