

Grievance Redressal Forum
TPWODL, BARGARH
 First Floor, Raymond Building, Bandutikra Chowk,
 Bargarh, Pin- 768028
 Email: grf.bargarh@tpwesternodisha.com, Ph No.06646-230135
Bench: Sri B.K Singh (President) and Sri S. Tripathy, Member (Finance)

Ref: GRF/Bargarh/Div/BED/ (Final Order)/ 125⁽⁴⁾

Date: 18.10.2024

Present: Sri B. K Singh (President),
 Sri S. Tripathy, Member (Finance).

1	Case No.	BGH/100/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Subasini Bhue, At-Saharapada, Godbhaga Dist- Bargarh.		5122-0302-6927	7978516625
3	Respondent/s	SDO (Elect), Bhatli, TPWODL		Division B.E.D, TPWODL, Bargarh	
4	Date of Application	12.09.24			
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, Regulation √			
		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	12.09.2024			
9	Date of Order	18.10.2024			
10	Order in favour of	Complainant	Respondent	Others	√
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: Office of The Electrical Section Officer, Godbhaga, TPWODL.

Appeared

For the Complainant- Subasini Bhue
Represented by Nilanchal Dash

For the Respondent - SDO(Elect),Atabira,TPWODL.



GRF Case No- BGH/100/2024

(1) Subasini Bhue
At- Saharapada, Godbhaga,
Dist- Bargarh,
Consumer No.- 5122-0302-6927

COMPLAINANT

VRS

(1) SDO (Elect), Atabira, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed in the name of Subasini Bhue, At-Godbhaga, represented by Nilanchal Dash, objected about long average bills charged against the electricity connection to the premises even though the same meter has been available in the premises. The complainant prayed before the Forum to issue orders to revise the previous average bills already raised as per actual meter consumption recorded in the existing meter available.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party couldn't submit any document and statement to this case.

OBSERVATION

The case is perused with all documents available in record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing Consumer No-5122-0302-6927, having CD-0.5 KW, under LT-Domestic category, under ESO, Godbhaga. On scrutinizing the case in details, it was found that, the complainant had earlier approached the Hon'ble Grievance Redressal Forum, Burla, requesting for revision of previous average bills as there was mismatch in meter no updated in billing database. The Hon'ble Forum in their order vide GRF Case no. 479/2023, dt. 29.11.2023 dismissed the case with a note that, the Opposite Party has already taken action in revising the earlier bills from May 2022 to Dec 2022. The Forum on scrutinizing the records observed that, the complainant's first energy bill was raised in May 2019 with initial date of power supply on 01.01.2019 under LT-Domestic category, but average bills were continuously charged from May 2019 to Sept 2021. Thereafter, the energy bills were raised on actual basis from Oct 2021 to Feb 2022. Again, provisional bills were charged from May 2022 to Sept 2022. It was observed that, the meter bearing SL No. "2433238" was updated in billing database during Oct 2022 and thereafter, actual energy bills have been raised as per the consumption recorded in the aforementioned meter. On examining the records in detail, it was revealed that, the energy bills already raised from the date of power supply i.e 01.01.2019 to Apr 2022 and from May 2022 to Dec 2022, have been revised by the Opposite Party and adjusted (deducted from) with an amount of Rs. 7,517.24/- and Rs. 851.02/-, respectively on the basis of consumption recorded in the existing meter. It was also observed that, the meter Sl no. "2433238" has been correctly updated in billing database.


PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028



Since, the Opposite Party has acted upon the grievances raised by the complainant and already revised the previous average/provisional bills charged and adjusted the amount against the complainant's account, the grievance is redressed accordingly.

Hence the instant case is hereby dismissed.

S. K. Singh
18/12/24
(S. K. Singh)
Member (Finance)

B. K. Singh
18/12/24
(B.K. Singh)
(President)

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TPWODL, Bargarh-768028

Grievance Redressal Forum
TPWODL, Bargarh-768028

1. Subasini Bhue, At-Saharapada, Godbhaga, Dist-Bargarh, Mob-7978516625
2. Sub-Divisional Officer (Elect.), Atabira, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer.
3. Executive Engineer (Elect.), BED, TPWODL, Bargarh.
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".