

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/BWED/ (Final Order)/ 127⁽⁶⁾

Date: 18.10.2024

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

1	Case No.	BGH/101/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Purna Chandra Pujhari At- Bharuamunda, Jamseth. Paikmal Dist-Bargarh		5154-1101-3071	9556642144
3	Respondent/s	SDO(Elect), Paikmal, TPWODL			Division B.W.E.D, TPWODL, Bargarh
4	Date of Application	19.09.2024			
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 , 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	19.09.2024			
9	Date of Order	18.10.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

B.K
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

Place of Camp: Office of Electrical Section Officer, Paikmal, TPWODL.



Appeared

For the Complainant- Sri Purna Chandra Pujhari

For the Respondent - SDO(Elect) , Paikmal, Bargarh,TPWODL.

GRF Case No- BGH/101/2024

(1) Sri Purna Chandra Pujhari
At-Bharuamunda,PO-Jamseth
Paikmal
Dist- Bargarh,
Consumer No.- 5154-1101-3071

COMPLAINANT

VRS

(1) SDO (Elect.), Paikmal, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed by Sri Purna Chandra Pujhari, At-Bharuamunda, Paikmal, , objected about sudden and abrupt charging of an amount of Rs. 4,313/- in Jun 24 billing towards interest of Additional Security Deposit. Hence, the complainant prayed before the Forum to direct the Opposite Party to resolve the billing dispute.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted the Physical Verification Report dt. 16.10.2024, Ledger abstract of the complainant from Mar 2023 to Sep 2024 and the written submission to the case. In reply to the case, the opposite party submitted that, the initial date of power supply to the complainant was effected on 04.07.2019. In the month of Jun 2024, an amount of Rs. 4,313/- was debited (added) to the complainant's account towards interest of Security Deposit. The Opposite party urged before the Forum to issue necessary order as deemed fit.

OBSERVATION

The case is perused with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing Consumer No-5154-1101-3071, having CD-01KW, under LT-Domestic Category, under ESO, Paikmal. The initial date of power supply to the complainant's premises was effected on 04.07.2019. As per the complaint filed by the complainant, it was observed from records that, Rs. 4,313.61/- was added (debited) to the complainant's account on dt. 16.06.2024 in the billing month of May 2024. The Opposite Party in reply to the case submitted that, the amount of Rs. 4,313/- has been added towards interest of Security deposit in Jun 2024. The FG database (Licensee's Soft record) revealed that, additional Security Deposit (ASD) amount of Rs. 185/- was claimed for the year 2024-25 , which was also reflected in May 2024 bill. However, the claim of interest accrued on Additional Security deposit amount to the tune of Rs. 4,313.61/- is found to be erroneous and hence unfairly charged to the complainant.

Therefore, the Forum construed that, the surcharge/ interest claimed on additional Security deposit amount is required to be re-evaluated and excess amount so claimed in May 2024 bill towards this aspect is to be withdrawn for necessary redressal of consumer grievance filed.



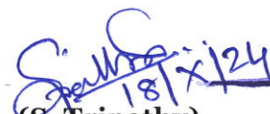
ORDER

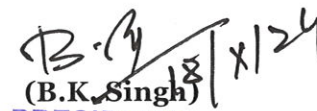
Considering the documents and statements submitted by both the parties and agreed upon at the time of hearing, the Forum hereby passes orders in consonance with regulations of the OERC Distribution (Conditions of Supply) Code 2019.

1. The Opposite Party is directed to re-assess the Interest on Additional Security deposit amount already claimed and re-examine the amount of Rs. 4,313.61/- as charged in May 2024 billing for the year 2024-25 and withdraw the excess amount so claimed by way of necessary adjustment into the complainant's account, duly observing Regulations in force as per OERC Distribution (Conditions of Supply) Code, 2019.
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 adjusting the payments made by the complainant.
3. 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 which the complainant is liable to pay.

The Opposite party is directed to submit the compliance report to this Forum within one month from the date of issue of this order.

Accordingly, the case is disposed of.


(S. Tripathy)
MEMBER
Member (Finance)
Grievance Redressal Forum
TPWODL, Bargarh-768028


(B.K. Singh)
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

Copy to:-

1. Sri Purna Chandra Pujhari, Bharuamunda, Jamseth, Paikmal, Bargarh, Mob-9556642144.
2. Sub-Divisional Officer (Elect.), Paikmal, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer.
3. Executive Engineer (Elect.), BWED, 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".