

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)/ 121⁽⁴⁾

Date: 05.10.2024

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

1	Case No.	BGH/103/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sananda Bhoi At-Bamarit, Lakhmara Padampur Dist-Bargarh		5152-1601-1142	7991040987
3	Respondent/s	SDO(Elect), Padampur , TPWODL		Division B.W.E.D, TPWODL, Bargarh	
4	Date of Application	20.09.24			
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 √			
		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	20.09.24			
9	Date of Order	05.10.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: Office of The Sub Divisional Officer, Padampur, TPWODL.

Appeared

For the Complainant- Sananda Bhoi
Represented by Chitraranjan Bhoi

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



GRF Case No- BGH/103/2024

(1) Sananda Bhoi
At-Bamarit,Lakhmara
Padampur
Dist- Bargarh
Consumer No.- 5152-1601-1142

COMPLAINANT

VRS

(1) SDO(Elect), Padampur, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed in the name of Sananda Bhoi, At-Bamarit, Lakhmara, Padampur, represented by Chitraranjan Bhoi, objected about abnormal bills of "1136" units raised in Jun 2023. In this context, the complainant submitted that the current meter was actually installed one year back prior to the official record of installation made, but the above abnormal bill was charged in a single month. Further, the complainant submitted that, power supply was not extended initially as per the official record, but energy bills were claimed for more than one year from the date of power supply. Hence, the complainant prayed before the Forum to direct the opposite party to resolve his billing dispute accordingly.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted the Physical Verification Report dt. 27.09.2024, Ledger detail from Apr 2014 to Aug 2024, meter photo reading dt. 27.09.24, Meter installation protocol dt. 07.06.2023 and the written Submission to the case. In reply to this case, the opposite party mentioned that, the initial date of power supply to the complainant was effected on 02.01.2014. As per the meter change protocol, Meter Sl No. TP1003085 was installed in the complainant's premises on dt. 07.06.2023, but reflected in billing on dt. 16.06.2023. The Opposite Party urged before the Forum to issue necessary order as deemed fit.

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-5152-1601-1142, having CD-0.04KW, under LT-Domestic category, under ESO, Padampur-II. As per the petition filed regarding abnormal bill charged in Jun 2023, it was observed from the Ledger abstract and the FG database (Licensee's Soft Record) that, a new meter Sl no. "TP1003085" was installed in the premises of the complainant on 07.06.2023 as per meter installation protocol copy submitted and reflected in billing database on 16.06.2023. However, erratic consumption of "1136" units was recorded for billing in Jun 2023, thereby charging Rs. 6,896.93/- for the month on actual meter reading basis. It was pointed out that, actual bills were charged thereafter from Jun 2023 onwards. The latest Physical Verification dt. 27.09.2024 indicated that, the meter bearing Sl No. "TP1003085" has been in running condition with advanced meter reading recorded as KWH "003102". Hence, there is no point of dispute with regard to installation date of new meter as objected by the complainant.


PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028

Therefore, the Forum is of the considered opinion that the energy bills raised from Jun 2023 (i.e from the month of current meter installation) till the last billing i.e Aug 2024 are to be revised by recasting the entire units as accumulated upto Aug 2024, on monthly average consumption basis, so as to redress the billing dispute in a fair and reasonable manner.

In the matter of dispute raised over energy bills generated during no power supply period initially, it was revealed from the records that, the initial power supply to the premises was extended on 02.01.2014 and first energy bill was raised against the premises in Apr 2014, having no accumulated arrears brought forward for the month. Hence, the complainant's claim with regard to above matter is not attainable and deficient in the absence of proper proof of records.

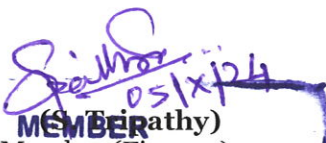
ORDER


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 reassess and revise the energy bills charged from Jun 2023 to Aug 2024 on the basis of recasting/spreading over of total accumulated units as recorded in meter SL No. "TP1003085" in Aug 2024 billing, on actual monthly average consumption basis, considering initial meter reading as on the date of installation of the aforementioned meter and final meter reading as KWH "003008 as on Aug 2024 billing (as recorded on 09.09.2024) , duly adjusting the bill revision made earlier and/or, the benefit arising out of the OTS Scheme, if any
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 and ensure payment thereof.
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 as per regulation- 144 of OERC Distribution (Conditions of Supply)Code,2019. Failure to make such payment in this regard would attract disconnection of power supply as per section-56 of the Indian Electricity Act.

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.


MEMBER (Finance)
Grievance Redressal Forum
TPWODL, Bargarh-768028


PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

1. Sananda Bhoi, At-Bamarit, Lakhampur, Padampur, Dist-Bargarh, Mob: 7991640987.
2. Sub-Divisional Officer (Elect.), Padampur, 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.oriernc.org under the "head "Cases->"GRF".