

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)/

132⁽⁴⁾

Date:

28.10.2024

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

1	Case No.	BGH/107/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Manoj Kumar Debta At-Mahatam Pada, Barpali Dist- Bargarh.		5151-0101-0392	9861615757
3	Respondent/s	SDO(Elect), Barpali, TPWODL			Division B.W.E.D, TPWODL, Bargarh
4	Date of Application	25.09.24			
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	25.09.24			
9	Date of Order	28.10.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: Office of SDO (Elect), Barpali, TPWODL.

Appeared

For the Complainant- Manoj Kumar Debta
Represented by Sobhumyum Debta



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

GRF Case No- BGH/107/2024

(1) Sri Manoj Kumar Debta
At-Mahatam Pada, Barpali
Dist- Bargarh,
Consumer No.- 5151-0101-0392

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed in the name of Sri Manoj Kumar Debta, Mahatam Pada, Barpali, represented by Sobhumyum Debta objected about wrong provisional adjustment for the period from Dec 2006 to July 2007. Hence, the complainant prayed before the Forum for an efficacious remedy for resolution of the billing dispute.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted the ledger copies from Oct 06 to Sept 24, the Physical Verification Report dt. 22.10.24 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 14.10.2006. The Opposite party urged before the Forum to issue order as deemed fit for revision of the provisional energy bills raised from Dec 2006 to July 2007.

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-5151-0101-0392, having CD-02KW, under LT-Domestic category, under ESO, Barpali-I. On examining the case in detail, it was observed that, the initial date of power supply to the complainant was effected on 14.10.2006 with meter SI No. "17525A". From the ledger abstract it is found that, the first energy bill was generated on Oct 06 on actual basis for 99 bill units with CMR "102". Then, in the month of Nov 06, actual energy bill was raised for 135 bill units with CMR "237" KWH. Thereafter, from Dec 06 to July 07, the energy bills were raised on provisional basis @ 135 units/month. In the month of Aug 07, the energy bill was raised on actual basis for 420 bill units with CMR "657" KWH. It is found from the ledger abstract that, an amount of Rs. 458.64/- has been auto adjusted (withdrawn) in the billing month of Aug 07.

However, it was revealed that, on entry of advanced meter reading in Aug 07 billing, previous provisional bills so charged from Dec 06 to July 07 were not fully adjusted. Therefore, the provisional bills so raised during the aforementioned period are required to be revised and adjusted as per actual meter reading basis to redress the grievances of the complainant.


PRESIDENT

**Grievance Redressal Forum
TPWODL, Bargarh-768028**

ORDER

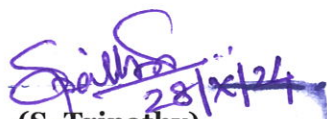
Considering the documents and statements submitted by both the parties and agreed upon at the time of hearing, the Forum hereby passes orders in consonance with regulations of the OERC Distribution (Conditions of Supply) Code 2019.




- 1) The Opposite Party is directed to revise and reassess the energy bills charged to the complainant for the period from Dec 06 to Aug 07, on the basis of actual monthly average consumption to be derived by taking IMR as KWH "237" as on Dec 06 and FMR as KWH "657" as on Aug 07 as recorded in meter Sl No. "17525A", duly adjusting the bill revision made earlier and/or, the benefit arising out of the OTS Scheme, if any.
- 2) The Opposite Party is advised to serve the revised energy charges bill with revised due date within 30 days from the issue of this Order, upon revision of previous bills, if any, payable by the consumer.
- 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 (Finance)
Grievance Redressal Forum
TPWODL, Bargarh-768028


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

Copy to:-

1. Manoj Kumar Debta, At-Mahatam Pada, Barpali, Dist-Bargarh, Mob-9861615757.
2. Sub-Divisional Officer (Elect.), Barpali, 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".