

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)/ 135⁽⁴⁾

Date: 05.11.2024

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

1	Case No.	BGH/116/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sadram Podh Kurlupali, Jharbandh, Paikmal Dist-Bargarh		5154-1208-0592	9777262716
3	Respondent/s	S.D.O (Elect), Paikmal, TPWODL			Division B.W.E.D, TPWODL, Bargarh
4	Date of Application	22.10.24			
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	22.10.2024			
9	Date of Order	05.11.2024			
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, Jharbandh, TPWODL.



Appeared

For the Complainant- Sri Sadram Podh
Represented by Sri Hemsagar Podh

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

GRF Case No- BGH/116/2024

(1) Sri Sadram Podh
At/PO-Kurlupali, Jharbandh
Paikmal, Dist- Bargarh,
Consumer No.- 5154-1208-0592

COMPLAINANT

VRS

(1) S.D.O (Elect), Paikmal, TPWODL

OPPOSITE PARTY

GIST OF THE CASE / PETITION FILED

The Complaint petition filed in the name of Sri Sadram Podh, represented by Sri Hemsagar Podh, objected about abnormal energy bills raised from the month of Dec 2022 to Sept 2023 & prayed before the Forum to direct the Opposite Party to resolve the billing dispute accordingly.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted the Physical verification Report dt. 23.10.2024, ledger abstract from Jan 08 to Sept 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 17.12.2007. The energy bills were raised on actual/provisional/average basis from time to time till Dec 22. Thereafter, from Apr 23 to Feb 24 the energy bills were raised on Provisional/Average basis. One new meter bearing Sl No. "TWSP51152576" was installed in the complainant's premises on dt. 29.03.24. But the meter was charged in the month of Aug 24. Hence the Opposite Party urged before the Forum to issue order as deemed fit.

OBSERVATION / FINDINGS OF THE FORUM

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-5154-1208-0592, having CD-01 KW, under LT-Domestic category, under ESO-Jharbandh. The date of initial power supply to the complainant was effected on 17.12.2007. From the ledger abstract it is found that, the energy bills were raised on actual/provisional/average basis from Jan 08 to Dec 2022. The energy bill was raised on actual basis with CMR "31117.73" KWH. Thereafter from Jan 23 to Mar 23, no billing records is found. Again, from Apr 23 to Feb 24, the energy bills were raised on provisional/average basis. One new meter bearing Sl No. "TWSP51152576" was installed in the complainant's premises and updated in billing database in the month of Mar 24. But the meter status is mentioned as "not in use" till Aug 24. In the month of Sept 24, energy bill was raised on actual basis for "19" bill units with CMR "49" recorded for the month. The Physical Verification Report dt. 23.10.2024 indicated that, the existing meter having Sl no. "TWSP51152576" has found in running condition with advanced meter reading recorded as KWH "000096".

Final Order (GRF Case No: BGH/116/2024) SC No-5154-1208-0592

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PRESIDENT

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

As per the complaint filed by the complainant regarding abnormal bill raised from Dec 2022 to Sept 2023, the Forum on scrutinizing the records construed that, the above period bills as raised on Provisional/average basis due to defective meter, are to be revised accordingly on the basis of new meter consumption as recorded in the meter Sl no. "TWSP51152576". Since the above mentioned new meter was actually line charged in the premises during the month of Aug 2024, as certified by the Opposite Party (although the exact date of charging of the meter and the reason for such delay in charging are not submitted by the Opposite Party), the period and average consumption of the same meter are to be derived considering six months actual monthly average consumption so recorded starting from Sept 2024.

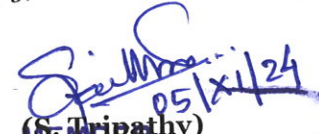
ORDER


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 the monthly energy bills charged from Mar 22 to Feb 24 as per Regulation 155 of OERC Distribution (Conditions of Supply) Code, 2019, on the basis of actual monthly average consumption recorded in the existing meter Sl No. "TWSP51152573", so derived from the consecutive six months consumption starting from Sept 24 onwards, duly adjusting the bill revision already made earlier, and/or the benefit arising 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, to which the complainant is liable to pay.

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

Accordingly, the case is disposed of.


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


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

- Copy to
1. Sadhram Podh, At/Po-Kurlapali, Jharbandh, Dist-Bargarh, Mob-9797262716
 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 at TPWODL Website, Tpwesternodisha.com-Customer Zone-Grievance Redressal Forum-BGH-(GRF Case No . BGH 116 of 2024)