

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)/

Date: 11.11.2024

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

1	Case No.	BGH/117/2024																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Kirati Sahu At/PO-Badamal, Bhatli Dist-Bargarh.		5120-0103-6852	8260276634																																
3	Respondent/s	EE(Elect), BED, Bargarh, TPWODL			Division B.E.D, TPWODL, Bargarh																																
4	Date of Application	23.10.24																																			
5	In the matter of-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>√</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand / Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment & apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply & GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection & equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>X</td> </tr> <tr> <td colspan="4">15. Others (Specify) -X</td> </tr> </table>				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			
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6	Section(s) of Electricity Act, 2003 involved																																				
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8	Date(s) of Hearing	23.10.2024																																			
9	Date of Order	11.11.2024																																			
10	Order in favour of	Complainant	Respondent	Others	√																																
11	Details of Compensation awarded, if any.	NIL																																			

PRESIDENT

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

Appeared

For the Complainant- Kirati Sahu



For the Respondent - EE(Elect), BED, Bargarh, TPWODL.

Represented by Jr. Manager (Fin), BED, Bargarh, TPWODL

GRF Case No- BGH/117/2024

(1) Sri Kirati Sahu

At/PO-Badamal

Bhatli

Dist- Bargarh,

Consumer No.- 5120-0103-6852

COMPLAINANT

VRS

(1) EE (Elect.), BED, Bargarh, TPWODL

OPPOSITE PARTY

GIST OF THE CASE / PETITION FILED

The Complaint petition filed by Sri Kirati Sahu, At/PO-Badamal, Bhatli, objected about abnormal high energy bill raised in the month of Jan 2023 . The Complainant prayed before the Forum to direct the Opposite Party to resolve the billing dispute accordingly.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted the meter replacement protocol dt. 16.11.2023, ledger abstract of the complainant from May 16 to Oct 24 and copy of one bill revision proposal of the complainant submitted for approval at higher authority. As per the meter change protocol, one new meter bearing Sl No. "10049435" is installed in the complainant premises replacing the old meter Sl No. "WES48345". As per the bill revision proposal submitted by the Opposite Party, the energy bill of the complainant is revised from May 2016 to Mar 2023 on the basis of the average derived by spreading over the total consumption as recorded in meter Sl no. WES48345 as on Mar 23 from the date of its installation and the bill for the period from Apr 23 to Oct 24 is revised as per the consumption recorded in the new meter bearing Sl No. "10049435" from Nov 23 to Sep 24 . The Opposite Party urged before the Forum to issue necessary 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-5120-0103-6852, having CD-2.50KW, under LT-Irrigation Pumping and Agriculture Category, under ESO, Bhatli. The initial date of power supply to the complainant was effected on 17.05.2016. From the ledger abstract it was observed that, the energy bills were generated on provisional basis from May 16 to Dec 22. In the month of Jan 23, the energy bill was generated on actual basis with "287000" bill units with CMR "86338" KWH, thereby charging the energy bill of Rs. 3,83,838.88/- in a single month. Thereafter, in the month of Feb 23, the energy bill was generated for "10769" bill units with CMR "89569" KWH. From Apr

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PRESIDENT

Grievance Redressal Forum
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23 to July 23, the energy bills were again raised on provisional basis. As per the meter change protocol submitted by the Opposite Party, one new meter bearing Sl No. 10049435 was installed in the complainant's premises on dt. 16.11.2023. Thereafter, the energy bills from the billing month of Oct 23 are being raised on actual basis.

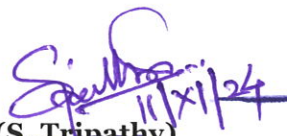
As per the bill revision proposal submitted by the Opposite Party, the energy bill of the complainant is put up for revision from May 2016 to Mar 2023 on the basis of the average consumption derived by spreading over the total consumption as recorded in meter Sl no. WES48345 as on Mar 23 from the date of its installation and the bills for the period from Apr 23 to Oct 24 is proposed to be revised as per the consumption recorded in the new meter bearing Sl No. "10049435" from Nov 23 to Sep 24. Hence, the Opposite Party has proposed for a withdrawal amount of Rs. 3,49,828.18/- in total from the complainant's account.

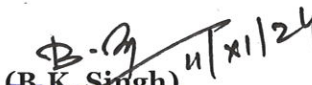
However, the Opposite Party is required to take necessary steps for necessary approval of the aforementioned amount and give effect in billing so as to withdraw the excess billing amount charged against the complainant account without further delay.

Since, the Opposite Party has acted upon the grievance petition filed by the complainant and the process for revision and withdrawal of excess amount so charged is underway for necessary approval at their end, The Forum on observance of all records and statements construed that, the same petition is under active consideration for necessary resolution by the Opposite Party.

Hence, the instant petition is hereby dropped.

However, the complainant is at liberty to approach the Forum afresh if he/she is not satisfied with the action/inaction of the Opposite Party within considerable time.


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


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

- Copy to:
1. Sri Kirati Sahu, At/PO- Badamal, Bhatli, Dist-Bargarh, Mob-8260276634
 2. Sub-Divisional Officer (Elect.), Bhatli, 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 at TPWODL Website, Tpwesternodisha.com-Customer Zone-Grievance Redressal Forum-BGH-(GRF Case No. BGH 117 of 2024)