

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)/

137⁽⁴⁾

Date: 11. 11. 2024

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

1	Case No.	BGH/118/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Buti Kumbhar At-Goudpali, Melchhamunda Dist-Bargarh		5152-0310-0304	7894433550
3	Respondent/s	SDO(Elect), Padampur, TPWODL			Division B.W.E.D, TPWODL, Bargarh
4	Date of Application	24.10.24			
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	24.10.24			
9	Date of Order	11. 11. 2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

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Hearing At: Office of Electrical Section Officer, Melchhamunda, TPWODL.

Appeared

For the Complainant- Buti Kumbhar
Represented by Alok Kumbhar

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

GRF Case No- BGH/118/2024

(1) Buti Kumbhar
At-Goudpali, Melchhamunda
Padampur, Dist- Bargarh.
Consumer No.- 5152-0310-0304

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE / PETITION FILED

The Complaint petition filed in the name of Buti Kumbhar, At-Goudpali, Melchhamunda, Padampur, represented by Alok Kumbhar objected about sudden abnormal high energy bill amounting to Rs. 64,000/- charged in the month of Jun 2023. Hence the complainant prayed before the Forum to direct the Opposite Party to resolve the billing dispute accordingly.

SUBMISSION OF OPPOSITE PARTY

In reply to the case the Opposite Party submitted the Physical Verification Report dt. 05.11.2024, Ledger abstract from Nov 14 to Sep 24 and written statement to the case. The Opposite Party submitted that, the date of initial power supply was effected on 12.10.2014. A bill revision was made in the month of May 23 with final meter reading of "12742" on dt. 25.06.23 due to suppress "10039" units and an amount of Rs. 64,555.09/- was debited in the complainant's account. The Opposite Party submitted that, there is no scope for revision of bills and 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-5152-0310-0304 having CD-01 KW, under LT-Domestic category, under ESO Melchhamunda. As found from the FG database (Licensee's Soft Record), the initial date of power supply to the complainant's premises was effected on 12.10.2014. The first energy bill was generated in the month of Nov 14 on actual basis. The energy bills from Nov 14 to Sep 21 were generated on actual/provisional basis from time to time through meter Sl No. 107817. In the billing month of Oct 21, one new meter bearing Sl No. "WHL02517" was updated in the billing database. The energy bill was raised on provisional basis in the month of Oct 21. Thereafter, in the month of Nov 21, the energy bill was raised on actual basis for "200" bill units with CMR "200" KWH. Actual energy bills were charged from


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Jan 22 to May 23. In the month of May 23, the bill was raised for "136" bill units with CMR "2703". In the month of Jun 23, the energy bill was raised for "1004" units with CMR "13746" KWH units. From the database it was found that, the energy bill for the month of May 23 was revised and the complainant was charged with additional "10039" units in a single month. Hence, an amount of Rs. 64,555.09 /- was debited to the complainant's account in the billing month of Jun 23. Thereafter, the energy bills were being raised on actual basis with advanced meter readings recorded in meter Sl No. "WHL025172" upto July 24 billing and subsequently a new meter bearing SL No. "TWSP51202570" was installed in the premises on dt. 16.08.2024 and updated in billing accordingly, thereby replacing the old defective meter as declared.

The Opposite Party certified that, an additional units of "10039" as charged to the complainant was based on the current meter reading of KWH "12742" recorded in the meter Sl no. "WHL02517" on dt. 25.06.2023, was confirmed from the photo meter reading submitted. However, it was observed from records that, Rs. 64,555.09/- was debited (added to) to the complainant's account in Jun 2023, that was revised only considering the revision period from 19.05.2023 to 25.06.2023 (i.e for a single month of May 2023) which could have been otherwise recasted/spreaded over of "12742" units from the date / month of installation of the same meter i.e Oct 2021 till the accumulation of entire units upto Jun 2023 to extend fair and reasonable justice to the complainant. Therefore, the Forum construed that, the energy bills raised to the complainant from Oct 21 to Jun 23 are to be revised by spreading over the total accumulated units in Meter Sl No. "WHL025172" as on Jun 23 from the date of its installation.

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 energy bills charged to the complainant from Oct 21 to Jun 23 on the basis of monthly average consumption to be derived by spreading over the total consumption recorded in meter Sl No. "WHL025172" as on Jun 23 from the date/month of installation of the same, 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.*
- 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. Buti Kumbhar, At-Goudpali, Melchhamunda, Dist-Bargarh, Mob-7894433550.
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 at TPWODL Website, Tpwesternodisha.com-Customer Zone-Grievance Redressal Forum-BGH-(GRF Case No . BGH 118 of 2024)