

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)/ 1384

Date: 11. 11. 2024

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

1	Case No.	BGH/119/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Subalaya Bhoi At-At-Gyan, Rajborasambar Mach Para, Melchhamunda Dist-Bargarh		5152-0315-1335	9178411908
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			

B.K
PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028



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

Appeared

For the Complainant- Subalaya Bhoi
Represented by Sampad Bhoi

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

GRF Case No- BGH/119/2024

(1) Subalaya Bhoi
At-Rajborasambar, Machpara, Melchhamunda
Padampur, Dist- Bargarh.
Consumer No.- 5152-0315-1335

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE / PETITION FILED

The Complaint petition filed in the name of Sri Subalaya Bhoi, At-Rajborasambar, Machpara, Melchhamunda, represented by Sampad Bhoi objected about sudden abnormal high energy bill charged in the month of Sept 21. Hence the complainant prayed before the Forum to direct the Opposite Party to resolve the billing dispute.

SUBMISSION OF OPPOSITE PARTY

In reply to the case the Opposite Party submitted the Physical Verification Report dt. 05.11.2024, Ledger abstract from Jan 20 to Sep 24 and written statement to the case. The Opposite Party submitted that, the date of initial power supply was effected on 01.10.2018. Thereafter, the provisional bill raised from Feb 21 to Sept 21 (8 months) was revised and a bill of "5338" units were raised in the billing month of Aug-Sept 21. The Opposite Party submitted that, there is no scope of bill revision and urged before the Forum to issue orders 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-5152-0315-1335 having CD-0.5 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 01.10.2018. The energy bill for the bi-monthly billing month of Dec20-Jan 21 was raised on actual basis for "705" bill units with CMR "1335". Thereafter, From Feb-21 to July 21, the energy bills were raised on provisional basis. In the month of Sept 21, the energy bill was raised on actual basis for "5338" bill units duly adjusting the previous Provisional billing period from Feb-21 to Aug-21. Thereafter, actual bills were raised against the complainant. From the consumption pattern of the complainant, it is found that, the energy bill raised during Sept 21 is correct.

In this instant case, the Opposite Party has submitted that, as the previous provisional bills were duly adjusted in the month of Sept 21, there is no scope for further bill revision.

It is observed by the Forum that, the current advanced meter reading recorded in Meter Sl No. "LW447838" as on Sep 2021 with KWH "6673", advanced from the initial meter reading of KWH "1335" recorded in Jan 21 billing., with a differential unit of "5338" charged in Sept 2021 is found to be aligned with subsequent advanced meter readings recorded afterwards.

However, to rule out seasonal differences in consumption pattern, the Opposite Party is required to recast/spread over the total accumulated units of "6673" as recorded in Sept 2021 billing from the date/month of installation of the same meter (meter Sl no. "LW447838").

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 to the complainant from the date/month of installation of meter No. "LW447838" till Sept 21 billing, on monthly average consumption basis, to be derived by spreading over the total accumulated consumption of "6673" units as recorded in the aforementioned meter in Sept 2021 billing, 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 One 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. Sri Subalaya Bhoi, At-Rajborasambar, Machpara, Melchhamunda, Dist-Bargarh, Mob- 9178411908.
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 119 of 2024)