

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)/ 141 (4)

Date: 12.11.2024

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

1	Case No.	BGH/122/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Mitrabhanu Sahu At-Jagannath Nagar, Barpali Dist-Bargarh		5151-0112-0273	9827012593
3	Respondent/s	SDO(Elect), Barpali, TPWODL			Division B.W.E.D, TPWODL, Bargarh
4	Date of Application	30.10.2024			
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	30.10.2024			
9	Date of Order	12.11.2024			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

PRESIDENT
 Grievance Redressal Forum
 TPWODL, Bargarh-768028

Place of Camp: Office of the Sub Divisional Officer, Barpali, TPWODL.

Appeared

For the Complainant- Sri Mitra Bhanu Sahu
Represented by Tapas Ranjan Sahu



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

GRF Case No- BGH/122/2024

(1) Sri Mitra Bhanu Sahu
At-Jagannath Nagar,Barpali,
Dist- Bargarh,
Consumer No.- 5151-0112-0273

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE / PETITION FILED

The Complaint petition filed in the name of Sri Mitra Bhanu Sahu, represented by Sri Tapas Ranjan Sahu, objected about abnormal bill of RS. 30,000/- added in the energy bill of Jun 21 without any sufficient reason. Hence, 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 physical verification report dt. 07.11.2024, ledger abstract of the complainant from May 2004 to Oct 24 and the written submission to the case. The Opposite Party submitted that, the initial date of power supply to the complainant premises was effected on 27.05.2004. An amount of Rs. 30,000/- was added to the complainant's energy bill in the month of May 2021. 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-5151-0112-0273, having CD-02KW, under LT-Domestic category, under ESO,Barpali-I. The initial date of power supply to the complainant's premises was effected on 27.05.2004. As observed from the ledger abstract, it is found that, the energy bills are being raised on actual/provision/average basis from time to time from May 2004 to Oct 24. One new meter bearing Sl No. LW6698414 was installed in the complainant's premises and updated in billing in the month of Nov 20. As per the complaint raised regarding generation of energy bill for an additional amount of RS. 30,000/- in the month of May 21, it is observed from the ledger abstract that, the energy bills were raised continuously on actual basis from the month of installation of new meter bearing Sl No. "LW669841" i.e from Nov 20 with advanced meter readings recorded. In the billing month of Apr 21, the energy bill was raised on actual basis for "1281" bill units with CMR "4277" KWH. Thereafter in the month of May 21, the energy bill was raised on actual basis for "1130" bill units with CMR "5407" KWH and current bill amount of Rs. 7,035.35/- charged. It is seen from the ledger abstract that, an additional amount of Rs. 30,000/- is added to the energy bill in the month of May 21. Thereafter, the energy bills are being raised on actual basis till date with advanced meter readings recorded.

The Opposite Party in their reply submission indicated that, an amount of Rs. 30,000/- was added in May 2021 bill without any reason or adjustment and hence, urged for revision of such bill already charged.

From the above mentioned facts & statements available on record, the Forum is inclined to note that the Opposite Party is required to re-examine the reason what so ever attributed to debiting such above amount in May 2021 and revise the same bill accordingly by withdrawing the additional bill amount, if no such reason (like Penal assessment amount or adjustments of any past bill etc.) is found to be legitimate and lawful. The above mentioned dispute as filed by the complainant has to be sorted out within a time lime of one month from the date of issue of this order.


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 re-examine the reason attributed to charging additional bill amount of RS. 30,000/- in May 2021 Billing and revise the same bill accordingly by withdrawing the above mentioned amount, if no such purpose/objective is found to be legitimate and lawfully charged.
- 2) The Opposite Party is advised to serve the revised energy charges bill with revised due date within 30 days from the receipt of this Order, upon revision of previous bills, if any, to which the consumer is liable to pay.
- 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. MitraBhanu Sahu, At-Jagannath Nagar, Barpali, Dist-Bargarh, Mob-9827012593
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:Bhoynagar, 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 122 of 2024)