

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)/ 07⁽⁴⁾

Date: 08.01.2025

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

1	Case No.	BGH/132/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Nandalal Sahu C/o-Utkala Gramya Bank, Barpali Dist-Bargarh,		5151-0114-0277	7978794113
3	Respondent/s	SDO(Electrical), Barpali, TPWODL			Division B.W.E.D, TPWODL, Bargarh
4	Date of Application	20.12.24			
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	20.12.2024			
9	Date of Order	08.01.2025			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

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



Appeared

For the Complainant- Sri Nandalal Sahu,C/o Utkala Gramya Bank,Barpali
Represented by Rakesh Kumar Naik,Branch Manager,Utkala Gramya Bank,Barpali

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

GRF Case No- BGH/132/2024

Sri Nandalal Sahu
At-Barpali
Dist- Bargarh.
Consumer No.- 5151-0114-0277

VRS

(1) SDO(Elect.) Barpali, TPWODL

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE/PETITION FILED

The Complaint petition filed by Sri Nandalal Sahu,C/o Utkala Gramya Bank, Barpali, represented by Sri Rakesh Kumar Naik, Branch Manager, Utkala Gramya Bank, Barpali, objected about charging of additional amount of Rs. 1,01375/- in the billing month of Nov 2014. In this context, the complainant averred that, he has approached the SDO, (Elect), Barpali, TPWODL regarding the abnormal energy bill charged and as per the remark of SDO (Elect), Barpali, TPWODL,the energy bill was so charged against average billing during the period from Nov 2006 to Apr 2013. But the complainant averred that as there was no computers in the Bank during the aforesaid period, the electricity consumption was not so high and hence, prayed before the Forum to direct the Opposite Party to settle the billing dispute for an efficacious remedy.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted the ledger abstract of the complainant from May 2005 to Nov 2024 , Physical Verification Report dt. 24.12.24, meter photo reading of meter SI No. WCV31854 and written submission in this case. In reply to the case, the Opposite Party submitted that, the initial date of power supply to the complainant's premises was effected on 23.05.2005. The energy bills of complainant were raised on provisional/average basis from Nov 2006 to Apr 2013 due to defective meter status of meter SI no. "1889925". The energy bills of the said period were revised as per the consumption of the new meter installed and an amount of Rs. 1,01,375.04 was debited (added) in the energy bill in the month of Nov 2014. 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-5151-0114-0277 having CD-2.50 KW, under LT-General Purpose category, under ESO Barpali-I. The initial date of power supply to the complainant was effected on dt. 23.05.2005. After observing the records and billing database, the Forum revealed the following facts:



1. The initial power supply was effected to the complainant through meter SL no. "1889925". The energy bills were raised on actual/Provisional/average basis from time to time till Nov 2006. Thereafter, the energy bills were raised on provisional/average basis from Dec 2006 to Apr 2013.
2. One new meter bearing SL No. "8140325" was installed in the complainant's premises and updated in billing in the month of Jun 2013. Thereafter, energy bills are being raised on actual basis till last billing. In the month of Apr 2016, one new meter bearing SL No. "WCV31854" was installed in the complainant premises and the same meter is running till date.
3. As found from the billing database, an amount of Rs. 1,01,375.04/- was debited to the complainant's account in the billing month of Nov 2014. In this context, the Opposite Party has submitted the copy of letter addressed to The Branch Manager, Utkala Gramya Bank, Barpali vide letter no. TPWODL/SDO,Bpl/BGH/-76, dt. 18.03.2024. As per the letter the amount so debited in the month of Nov-14 was due to adjustment of the provisional/average bills raised due to defective meter status of the old meter bearing SL no. "1889925" from Nov 2006 to Apr 2013 considering consecutive three months actual monthly average consumption recorded in the subsequent new meter SL No. "8140325".
4. The complainant claimed that, the additional bill raised due to revision of earlier provisional/average bills for the period from Nov 2006 to Apr 2013, basing on the consumption recorded in new meter installed in Jun 2013 is incorrect, as during the previous period less load was being used by the complainant.

However, billing additionally for a long period of 78 months is not justified. As per the Regulation 155 and Regulation 157 of OERC Distribution(Conditions of Supply) Code, 2019, revision of earlier energy bills are allowed upto a period of 24 months prior to new meter installation in case any chance of loss of revenue occurred. Further, in this instant case, the Opposite Party failed to install a new meter for such a long period and charged the additional bill violating the Regulation. In case of any revenue loss, the Opposite Party may claim energy bill for 24 months prior to meter change as per Regulations stipulated.

Therefore, the Forum construed that the energy bill raised for additional amount of Rs. 1,01,375/- is not as per Regulation and found to be incorrect. Hence, the said amount should be waived out. Further, the Opposite may revise the energy bills of the complainant for 24 months prior to meter change (i.e. from the month of May 2011 to Apr 2013).

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 waive out the amount of Rs. 1,01,375/-, debited to the complainant's account in the month of Nov 2014.*
2. *The Opposite Party is directed to revise/reassess the energy bills charged to the complainant from May 2011 to Apr 2013, considering succeeding six months actual monthly average*

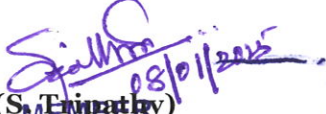
consumption of meter Sl No. "8140325", duly adjusting the bill revision made earlier and/or, the benefit arising out of the OTS Scheme, if any.




3. The Opposite Party is directed to serve the revised energy charges bill with revised due date within 30 days from the date of issue 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.
4. 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. Sri Rakesh Kumar Naik, Branch Manager, Utkala Gramya Bank, Barpali, Dist-Bargarh.
 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: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](http://tpwesternodisha.com)-Customer Zone-Grievance Redressal Forum-BGH-(GRF Case No . BGH 132 of 2024)