

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)/ 79⁽⁶⁾

Date: 17.05.2024

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

1	Case No.	BGH/55/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Pradeep Bhoi At/Po-Remta, Barpali Dist-Bargarh		5151-0205-0320	9178382765
3	Respondent/s	S.D.O (Elect), Barpali , TPWODL		Division B.W.E.D, TPWODL, Bargarh	
4	Date of Application	19.04.2024			
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, Regulation 157 √			
		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	19.04.2024			
9	Date of Order	17.05.2024			
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 Pradeep Bhoi

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

GRF Case No- BGH/55/2024

(1) Sri Pradeep Bhoi
At/Po-Remta,
Barpali.
Dist- Bargarh,
Consumer No.- 5151-0205-0320

COMPLAINANT

VRS

(1) S.D.O (Elect), Barpali, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed by Sri Pradeep Bhoi, At/Po-Remta, Barpali objected addition of already revised amount of Rs. 22,000/- that was deducted from his account previously due to revision of previous provisional bills. The complainant submitted that his grievances remained unaddressed till date & vouched for revision of previous bills with fair & reasonable manner so as to enable him to pay the electricity dues if any, that would be legitimately charged to him. Hence, the complainant prayed before the Forum to direct the Opposite Party for an efficacious remedy in resolving the billing dispute.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted the physical verification report dt. 22.04.2024, ledger abstract of the complainant from Oct 2008 to Mar 2024 and the written submission in this case. In reply to this case, the Opposite Party submitted that, the initial date of power supply to the complainant was released on 21.10.2008. The energy bill was raised on actual basis in the month of Dec 2008. The Opposite Party urged before the Forum to issue order as deemed fit for revision of the wrong sundry passed on 26.07.2022.

OBSERVATION

The case is perused with all documents available in record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing Consumer No-5151-0205-0320, having CD-01 KW, under LT-Domestic category, under ESO-II, Barpali. The date of initial power supply to the complainant was on 21.10.2008. The ledger abstract revealed that, there was no arrear outstanding dues pending against the complainant as on July 2018 billing. From then on, provisional bills were continuously raised from Aug 2018 till Jun 2020 @ 144 units on bi-monthly basis. The bi-monthly energy bill in the month of Aug 2020 was raised on actual basis with "6818" units considering the current meter reading of KWH "006819", recorded in meter No. "LW005504". The FG database (Licensee's soft records) revealed that the meter bearing Sl No. "LW005504" was installed in the complainant's premise on dt. 08.08.2018, but updated in billing database on 31.10.2021. There was an abrupt charge of "6818" units as recorded in above mentioned meter & Rs. 39,521.10/- was charged in a single month of Aug 2020. Subsequently, meter readings were advanced upto the reading of KWH

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“008929” recorded in Aug 2021 billing. Thereafter, no meter reading were advanced & provisional bills were again raised from Sept 2021 till last billing i.e Mar 2024.

The FG database also revealed that the old meter Sl No. “LW005504” was replaced on 22.09.2021 with new Meter No. “LW617309”, having old meter final reading recorded as KWH “008929”, but the same was updated in billing database off late on 24.04.2024. The provisional bills raised from the date of above new meter installation till last billing of Mar 2024, could have been avoided if there were prompt action taken by the Opposite Party in a timely manner. In this instant case, there were several delays in updating meter change reports into billing fold, that has resulted in generation of provisional bills for a long period of time. The Opposite Party is advised to ensure effective services & seamless processes with reasonable promptitude to avoid such hindrances to occur in future.

Further, it was revealed from the FG database that, Rs. (-)20,971.53/- was deducted (credited) from the complainant’s account, effected in billing on 26.07.2022, thereby revising the provisional bills raised from the date of installation of meter No. “LW005504” .i.e from 08.08.2018 till Jun 2022 (upto dt. 16.07.2022). The FG records also disclosed that on dt. 29.05.2023, Rs. 20,971/- was again added (debited) to the complainant’s account with reason for addition of such amount cited as “wrong credit sundry” amount of RS. 20,971.53/- that was passed by the concerned Sub-Division on dt. 26.07.2022. Hence, the Forum on verifying the records concluded that, revised bill amount was finally nullified in complainant’s account without giving any benefit of revised amount already derived for the period from Aug 2018 to Jun 2022. However, no further action was taken by the Opposite Party to redress the grievances of the complainant.

The Forum on examining the case in detail construed that, the provisional energy bills raised from 08.08.2018 (the date of installation of meter No. “LW005504”) till dt. 21.09.2021 (i.e the date of replacement of the same meter) are to be revised by recasting/ spreading over the entire accumulated units of KWH “008929” (as recorded on the date of replacement), from the date of installation of the same in order to reasonably & lawfully charge to the complainant enabling him to pay the revised demand accordingly. The PVR dt. 22.04.2024 revealed that the existing meter Sl No. “LW617309” has been found in running condition with advanced meter reading recorded as KWH “007182”. The FG database revealed that the above meter was installed in the complainant’s premises on 22.09.2021 , but reflected in billing database off late on 24.04.2024. Due to such delay meter updation in billing provisional bills were continuously raised from Oct 2021 till last billing i.e Mar 2024. Since Provisional bills were also charged from Oct 2021 till Mar 2024 billing, the same period are also required to be revised & adjusted correspondingly as per actual monthly average consumption recorded in new meter installed bearing Sl No. “LW617309”, by spreading over the entire units accumulated upto Mar 2024 billing.

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 08.08.2018 (i.e the date of installation of Meter Sl No. “LW005504”) to 21.09.2021 (i.e the*





date of replacement of the same meter) on the basis of recasting / spreading over the entire accumulated units of KWH "008929" (as recorded on the date of replacement in Meter No. "LW005504"), from the date of installation of the same meter, duly adjusting the bill revision made earlier and/or, the benefit arising out of the OTS Scheme, if any .

2. The Opposite Party is directed to revise the monthly energy bills charged from 22.09.2021 to Mar 2024, on the basis of recasting the entire units so accumulated with KWH "007182" (as per Physical Verification Report dt. 22.04.2024), as recorded in existing meter Sl No. "LW617309" from the date of installation of the same , 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 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.
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 as per regulation- 144 of OERC Distribution (Conditions of Supply) Code,2019. Failure to make such payment in this regard would attract disconnection of power supply as per section-56 of the Indian Electricity Act.

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.

(Signature)
 (S. Tripathy)
 MEMBER

(Signature)
 (B.K. Singh)
 PRESIDENT

Copy to Grievance Redressal Forum
 TPWODL, Bargarh-768028

Grievance Redressal Forum
 TPWODL, Bargarh-768028

1. Pradeep Kumar At, Barpali, Dist-Bargarh, Mod-9178382765
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 on OERC website, www.orierc.org under the "head "Cases->"GRF".