

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)/ 75⁽⁶⁾

Date: 06.05.2024

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

1	Case No.	BGH/56/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Janardan Matari At/Po-Bhatigaon, Barpali Dist-Bargarh		5151-0213-0650	8917258109
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 √			
		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	06.05.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Appeared

For the Complainant- Sri Janardan Matari



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

GRF Case No- BGH/56/2024

(1) Sri Janardan Matari

At/Po-Bhatigaon,
Barpali.

Dist- Bargarh,

Consumer No.- 5151-0213-0650

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed by Janardan Matary, At/Po-Bhatigaon, Barpali objected about Provisional billing from the year 2016 to 2017 & from 2021 to 2023. The complainant prayed before the Forum to direct the Opposite Party to resolve the billing dispute.

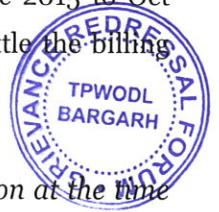
SUBMISSION OF OPPOSITE PARTY

The Opposite Party couldn't submit any document in this case.

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-5151-0213-0650, having CD-0.11 KW, under LT-Domestic category, under ESO-II, Barpali. The date of initial power supply to the complainant was on 16.08.2011. On scrutinizing the records in detail, it was observed that, actual bill was raised in the month of Nov 2015 with advanced meter reading of KWH "001931" recorded in meter Sl No. "5941217". Thereafter, provisional bills were charged from Dec 2015 to Dec 2017 @ 72 units/month. A new meter bearing Sl No. "264560" was installed & updated in billing during Dec 2017. Thereafter, the bimonthly energy bill in Feb 2018 was raised on actual basis, adjusting the provisional bills raised in Nov-Dec 2017 only. However, provisional bills raised from Dec 2015 to Oct 2017 were not adjusted in subsequent billing months. Later on Provisional bills were again raised from Mar 2021 to Feb 2023, as no meter readings were advanced in meter Sl No. "264560". A new meter bearing Sl No. "TPWODL1127433" was installed in the complainant's premises on 12.11.2022 & updated in billing database on 08.12.2022. However, provisional bills continued from Nov 2022 to Feb 2023, even though the aforementioned meter was updated in billing. Actual bill was raised in Mar 2023, considering the current reading of KWH "000281" recorded in new meter installed bearing Sl No. "TPWODL1127433". Due to delay in updating meter installation protocol into billing database, the energy bills already charged from Nov 2022 to Mar 2023 is revised accordingly by the Opposite Party & Rs. 574.66/- is debited (added) to the complainant's energy bill as a difference for less billing done previously. It was observed that actual bills have been continuing since Mar 2023 onwards as per advanced meter reading recorded in Meter Sl. No. "TPWODL1127433".

The Forum construed that, non-auto adjusted provisional billing period from Dec 2015 to Oct 2017 & from the period from Mar 2021 to Oct 2022 are to be revised accordingly to settle the billing dispute in a reasonable & justified way.



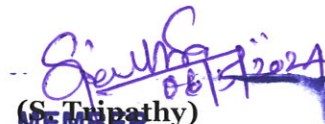
ORDER


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 from Dec 2015 to Oct 2017 on the basis of succeeding twelve months actual monthly average consumption recorded in meter Sl No. "264560", from the date/month 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 Mar 2021 to Oct 2022 on the basis of succeeding twelve months actual monthly average consumption recorded in existing meter Sl No. "TPWODL1127433", from the date/month 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 .
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.


(S. Tripathy)
MEMBER
Member (Finance)
Grievance Redressal Forum
TPWODL, Bargarh-768028


(B.K. Singh)
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

Copy to

1. Janardan Matari, At/Po-Bhatigaon, Barpali, Dist-Bargarh, Bargarh, Mob-891758029
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 on OERC website, www.orierc.org under the "head "Cases->"GRF".