

**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)/

73^(*)

Date: 06.05.2024

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

1	Case No.	BGH/57/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Ramesh Sahu At/Po-Khemesara, Barpali Dist-Bargarh	5151-0213-1388	9668531512	
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			

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

Appeared

For the Complainant- Sri Ramesh Sahu
Represented by Sri Ashish Kumar Sahu



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

GRF Case No- BGH/57/2024

(1) Sri Ramesh Sahu
At/Po-Khemesara,
Barpali.
Dist- Bargarh,
Consumer No.- 5151-0213-1388

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed in the name of Sri Ramesh Sahu, represented by Ashish Kumar Sahu, At/Po-Khemesara, Barpali objected about Provisional & Average billing from the month of Jun 2018 to Aug 2019 & prayed before the Forum to direct the Opposite Party for revision of the Provisional/Average bills served to him.

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-5151-0213-1388, having CD-01 KW, under LT-Domestic category, under ESO-II, Barpali. The date of initial power supply to the complainant was on 29.06.2018. On scrutinizing the records in detail, it was observed that, the first energy bill was generated on average basis in the month of Jun 2018. Subsequently, average bills continued to charge till Aug 2019 billing @ 576 units on bimonthly basis. As per billing abstract obtained from FG records, a new meter bearing Sl No. "LW095832" was installed in the complainant's premises on dt. 01.12.2018 and updated in billing database off late on 31.10.2021. Due to delay in updating meter change protocol into billing records, average energy bills were charged particularly from Dec 2018 till Aug 2019. In the month of Sept/Oct 2019, the energy bill was charged on actual basis with "1412" units, considering the advanced meter reading of KWH "001413" recorded in Meter Sl No. "LW095832", thereby charging the entire units so accumulated from the date of installation in a single month. Thereafter, actual bills were charged till Apr 2022 as per advanced meter reading recorded in aforementioned meter. The FG database (Licensee soft records) revealed that a new meter bearing Sl No. "TPWODL1126377" was installed against the old defective meter Sl No. "LW095832", on 10.11.2022, but updated in billing database later on 24.02.2024. It was observed that due to delay in updating meter change protocol into billing fold, having meter No. "TPWODL1126377", the Provisional bills raised from Nov 2022 to Jan 2024 were already revised by the Opposite Party with the deduction of

Rs (-) 2,676.13/- effected in billing during the month of Feb 2024. Hence, the Opposite Party has addressed the grievances during the period from Nov 2022 to Jan 2024 & revised the bills accordingly.

It was revealed that, a new meter Sl No. "TWSP51172785" was installed on 20.03.2024, replacing the old meter Sl No. "TPWODL1126377". However, the reason for such change in meter could not be established by the Opposite Party.

Considering the facts, reports, statements available on record, the Forum construed that the average billing period from Jun 2018 to Oct 2019 are to be revised by the Opposite Party as per actual monthly average consumption recorded in Meter Sl No. "LW095832", subsequently installed on 01.12.2018.

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 Jun 2018 to Oct 2019, on the basis of actual monthly average consumption recorded in meter Sl No."LW095832", to be derived considering initial meter reading as on the date of installation of aforementioned meter & final meter reading as KWH "001413" as on Oct 2019, 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 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 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
(Compliance)


(B.K. Singh)
PRESIDENT

Copy to **Grievance Redressal Forum**

1. Ram Prasad, A.P. Khar, Barpali, Dist. Bargarh, Mob-9668581502
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".