

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/BED/ (Final Order)/ 87 (4)

Date: 29.05.2024

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

1	Case No.	BGH/58/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Bikini Ramkrishna At-Sarla Dist-Bargarh		5122-2503-0588	
3	Respondent/s	SDO(Electrical), Atabira, TPWODL			Division B.E.D, TPWODL, Bargarh
4	Date of Application	20.04.2024			
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	20.04.2024			
9	Date of Order	29.05.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

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



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

Appeared

For the Complainant- Bikini Ramkrishna

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

GRF Case No- BGH/58/2024

(1) Bikini Ramkrishna

At-Sarla

Dist- Bargarh.

Consumer No.- 5122-2503-0588

COMPLAINANT

VRS

(1) SDO(Elect.) Atabira, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed by Sri Bikini Ramkrishna, Sarla, objected about wrong bills generated from Dec 2020 to Dec 2023 as there was no power supply present at his premises previously. The power supply was connected to his premises in the month of Jan 2024. 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. 11.05.2024. In the Physical verification Report dt. 11.05.2024, the Opposite Party mentioned that, wrong energy bills were being generated against the consumer without power supply to his premises. A new meter bearing Sl No. "TW02084923" was installed in the complainant's premises on dt. 31.01.2024 and the power supply was extended. The CMR recorded in the meter Sl No. "TW02084923" is "12" KWH unit as on 11.05.2024. The Opposite Party urged before the Forum to issue order as deemed fit to revise the wrong energy bills raised.

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-5122-2503-0588 having CD-0.5 KW, under LT-Domestic category, under ESO Rengalicamp. On examining the case in detail and as per the complaint raised by the complainant, the Forum observed from the ledger abstract that, the first energy bill was raised on Average basis with meter status without meter. Energy bill was also raised on average basis in the month of Jan 2021. In the billing month Feb 21, meter Sl No. LW681426 was updated in billing database and Provisional bills were raised Feb 2021 to Dec 2023 with no advanced meter reading recorded. In the month of Jan 24, meter Sl No. "TW02084923" was updated in the billing database, and actual bills are being raised from Jan 24 to Apr 24.

B. M.

In reply to this case the Opposite Party submitted that, energy bill was generated against the complainant under Soubhagya Scheme without power supply to his premises. A new meter bearing Sl No "TW02084923" was installed in the complainant's premises on dt. 31.01.2024 and the power supply was extended. The CMR recorded in the meter Sl No. "TW02084923" is "12" KWH unit as on 11.05.2024



Hence, as per the certification made by the Opposite Party, the Forum construed that, the energy bills raised from Dec 20 to Dec 23 (as per billing records) need to be revised and withdrawn completely as were fictitiously generated before.

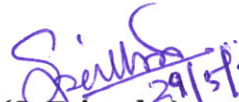
ORDER


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 withdraw the energy bills raised to the complainant for the period from **Dec 2020 to Dec 2023**, as there was no use of electricity by the complainant, 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.

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)
MEMBER


(B.K. Singh)
PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028

Grievance Redressal Forum
TPWODL, Bargarh-768028

- Copy to:
1. Bikini Ramkrishna, At-Sarla, Dist-Bargarh.
 2. Sub-Divisional Officer (Elect.), Atabira, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer.
 3. Executive Engineer (Elect.), BED, 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".