

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)/ 786

Date: 17.05.2024

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

1	Case No.	BGH/65/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Bijaya Kumar Moharana At-Tora, Ward No-IX Dist- Bargarh.		5123-2203-0705	9776193154
3	Respondent/s	SDO(Elect), Bargarh-II, TPWODL			Division B.E.D, TPWODL, Bargarh
4	Date of Application	25.04.24			
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	25.04.24			
9	Date of Order	17.05.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

B.K

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



Appeared

For the Complainant- Bijay Kumar Maharana

For the Respondent - SDO(Elect), Bargarh-II,TPWODL.

GRF Case No- BGH/65/2024

(1) Sri Bijaya Kumar Maharana

At/Po-Tora,

Dist- Bargarh,

Consumer No.- 5123-2203-0705

COMPLAINANT

VRS

(1) SDO (Elect.), Bargarh-II, TPWODL

OPPOSITE PARTY

GIST OF THE CASE


The Complaint petition filed by Sri Bijaya Kumar Maharana, At/PO-Tora, objected about charging of Provisional & average energy bills from Aug 2003 to July 2005 and from Jun 2012 to Aug 2014. Hence, the complainant prayed before the Forum for an efficacious remedy for resolution of the above dispute.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted the physical verification report dt. 08.05.2024 and the ledger abstract of the complainant from Mar 01 to Apr 24. In the Physical Verification Report dt. 08.05.2024, the Opposite party mentioned that the meter Sl No. "WES37541" is available in the complainant's premises with meter status OK and CMR "9620" KWH. The Opposite Party urged before the Forum to issue order to revise the energy bills raised on Provisional and Average basis as per actual meter reading.

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-5123-2203-0705, having CD-03KW, under LT-Domestic category, under ESO, Tora. On examining the case in detail, it was observed that bimonthly bill for Jun-July 2003 was raised on actual basis with "84" units, considering the current reading of KWH "003284" recorded in Meter No. "WESCO263766". Thereafter, provisional bills were raised from Aug 2003 to July 2005 @ "576" units on bi-monthly basis. In the month of Sept 2005, the energy bill was charged on actual basis taking the current reading of KWH "003476" recorded in the aforementioned meter, thereby adjusting the Provisional bills raised previously only for two months amounting Rs (-) 2,577.40/-. Meter readings were advanced thereafter & actual bills were charged till the reading of KWH "010365" recorded in May 2012. However, an erratic bill of "1477" units were suddenly charged in Oct 2006 on actual basis, considering IMR "003929" and FMR "005406". Again provisional & average bills were raised from Jun 2012 to Aug 2014 @ "210" units on bi-monthly basis. The ledger abstract revealed that a new meter Sl No. "WES37541" was installed & updated in billing during Sept -Oct 2014 & actual bills have been continuing till date as per advanced meter readings recorded in aforementioned meter.


PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

On perusal of records, the Forum observed that the energy bills raised from Aug 2003 to Oct 2006 are to be revised giving slab benefit to the complainant by recasting the entire units accumulated upto Oct 2006 (CMR (KWH) "005406" recorded in Oct 2006) as recorded in meter No. "WESCO263766", considering IMR "003284" as on Aug 2003 and FMR "005406" as on Oct 2006. Again, the provisional and average energy bills charged from Jun 2012 till Aug 2014 are to be revised as per actual monthly average consumption recorded in the subsequent meter installed bearing SL No. "WES37541".

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 energy bills charged to the complainant for the period from Aug 2003 to Oct 2006 on the basis of recasting/spreading over of accumulated units on monthly basis so recorded in meter No. "WESCO263766", considering IMR as KWH "003284", as on Aug 2003 and FMR as KWH "005406" as on Oct 2006, 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 energy bills upto & including two years prior to Aug 2016, on the basis of succeeding Six months actual monthly average consumption, recorded in meter Sl No. "WES37541", from the date/month of installation of the same, as per regulation 157 of OERC Distribution (Conditions of Supply) Code 2019, duly adjusting the bill revision made earlier and/or, the benefit arising out of the OTS Scheme, if any.
- 3) The Opposite Party is advised to serve the revised energy charges bill with revised due date within 30 days from the receipt of this Order, upon revision of previous bills, if any, to which the consumer is liable to pay.
- 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.

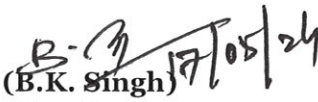
The Opposite party is directed to submit the compliance report to this Forum within one month from the date of issue of this order.

Accordingly, the case is disposed of.


(S. Tripathy)
Member (Finance)

MEMBER

Copy to: **Grievance Redressal Forum**
TPWODL, Bargarh-768028


(B.K. Singh)
(President)

PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028

1. Bijaya Kumar Maharana, At/PO-Tora, Champabatipura, Dist-Bargarh, Mob-9876193154.
2. Sub-Divisional Officer (Elect.), Bargarh-II, 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".