

**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)/

92 (4)

Date: 12.06.2024

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

1	Case No.	BGH/68/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Seshadev Mishra At-Bijepur, Sohela Dist-Bargarh		5153-0201-0198	9778756699
3	Respondent/s	SDO(Electrical), Sohela , TPWODL		Division B.W.E.D, TPWODL, Bargarh	
4	Date of Application	09.05.2024			
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	09.05.24			
9	Date of Order	12.06.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

S. Singh
PRESIDENT



Appeared

For the Complainant- Shesadev Mishra

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

GRF Case No- BGH/68/2024

(1) Shesadev Mishra
At-Bijepur, Sohela
Dist- Bargarh.
Consumer No.- 5153-0201-0198

COMPLAINANT

VRS

(1) SDO(Elect.) Sohela, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complainant petition filed by Shesadev Mishra bearing Consumer No. 5153-0201-0198, objected about continuous provisional bills raised from the date of meter change i.e from 10.04.2023 till Aug 2023 billing and also objected about abnormal bill raised in Sept 2023 billing. The complainant prayed before the forum to resolve his billing dispute accordingly.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party failed to 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-5153-0201-0198 having CD-02KW, under LT-Domestic category, under ESO-I, Bijepur. It was observed from FG database (Licensee's Soft records) that a meter bearing Sl No. "LW243329" was installed in the premises on 23.01.2020 and actual bills were raised thereafter till Mar 2023 upto the reading of KWH "003901" as recorded for billing. Provisional bills were charged thereafter from Apr 2023 to Aug 2023 as no meter reading were advanced & recorded for billing. Then on Sept 2023, actual bill was charged with "1294" units, considering the consumption recorded in meter No. "TPWODL1071660" having current meter reading recorded for billing as KWH "003300". It was revealed from the ledger abstract that, a new meter Sl No. "TPWODL1071660" was installed in the premises on 10.04.2023, replacing the old meter Sl No. "LW243329". However, the new meter installation report was updated in billing off late on 03.10.2023. As per the complainant's complaint regarding abnormal bill charged in Sept 2023, it was revealed from records that due to late updation of new meter details into billing database on 03.10.2023, although the same meter was installed on 10.04.2023, the actual meter readings as advanced in new meter upto Sept 2023 billing were charged abnormally in a single month. It was also revealed that due to delay meter updation into billing database, the meter readings recorded from the date of installation of new meter till the date of updation of same meter, the actual consumption so recorded in the new meter during the aforementioned period is already revised, taking into account the provisional bills so charged from Apr 2023 to Aug 2023. It was observed that, actual bills were continued to charge from Sep 2023 till last billing done upto Apr 2024 as per advanced meter reading recorded in Meter Sl No. "TPWODL1071660". It was observed that Rs. 2973.36/- was debited (added) to the complainant's service connection account due to delay in updating

the meter change report into billing database and the energy billing done from date of installation of new meter i.e 10.04.2023 to Aug 2023 were revised, adjusting the provisional bills raised during the above period. However, on examining the records it was revealed that the above period bills are already revised by the Opposite Party as per new meter consumption recorded considering initial meter reading as KWH "000627" and FMR KWH "2006" as on Aug 2023. But, in the month of Sept 2023, bill of "1294" units charged in a single month, recorded with CMR KWH "003300" was left out from the bill revision period already assessed by the Opposite Party.

Since the Opposite Party could not submit any details to the case, after giving sufficient reasonable time, the Forum construed that, the Opposite Party has nothing to say in support of their views.

Hence the Forum is of the opinion that, in order to redress the grievances on reasonable manner, the Opposite Party is required to revise and reassess the bills already revised from 10.04.2023 to Aug 2023 billing, as per actual monthly average consumption so recorded in meter Sl No. "TPWODL1071660" upto the billing month of Sept 2023.

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 bills raised to the complainant from the date of installation of the meter Sl No. "TPWODL1071660" i.e from 10.04.2023 to Sept 2023, on the basis of actual monthly average consumption recorded in the aforementioned meter, duly adjusting the bill revision already made and or, the benefit arising out of 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.*
- 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, 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
(S. Tripathy)
Member (Finance)
MEMBER
Grievance Redressal Forum
TPWODL, Bargarh-768028

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

- Copy to:
- Shesadev Mishra, At- Bijepur, Sohela, Dist-Bargarh, Mob-9778756699.
 - Sub-Divisional Officer (Elect.), Sohela, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer.
 - Executive Engineer (Elect.), BWED, TPWODL, Bargarh.
 - 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.ori.erc.org under the "head "Cases->"GRF".