

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)/ 96⁽⁴⁾

Date: 20.07.2024

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

1	Case No.	BGH/71/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Suraj Kumar Mishra At-Badmal, PO-Dungri Dist- Bargarh.		5124-2202-0879	8984637932
3	Respondent/s	SDO (Elect), Bhatli, TPWODL			Division B.E.D, TPWODL, Bargarh
4	Date of Application	14.05.2024			
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, Regulation √			
		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	14.05.2024			
9	Date of Order	20.07.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: Office of The Electrical Section Officer, Bhukta, TPWODL.



Appeared

For the Complainant- Sri Suraj Kumar Mishra

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

GRF Case No- BGH/71/2024

(1) Sri Suraj Kumar Mishra
At- Badmal, PO-Dungri,
Dist- Bargarh,
Consumer No.- 5124-2202-0879

COMPLAINANT

VRS

(1) SDO (Elect), Bhatli, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed by Sri Suraj Kumar Mishra , At- Badmal, PO-Dungri, prayed before the Forum for reconnection of his power supply after long disconnection made earlier and requested for revision of previous provisional and average bills generated , enabling him to pay arrear electricity dues accordingly. In this context, the complainant could not submit any application made earlier to the concerned field officials with regard to reconnection of his service line and revision of energy bill thereof.

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-5124-2202-0879, having CD-2.5 KW, under LT-Domestic category, under ESO, Bhukta. On examining the case in detail, the Forum observed from FG database (Licensee's Soft Record) that, the complainant's connection was earlier declared as "Ghost" consumer on the ground being consumer existence not traceable and disconnected on 23.05.2023. Accordingly Rs. 27,276.56/- and Rs. 4,336.79/- were given credit sundry adjustment (deducted from) in billing against the complainant's account on dt. 31.03.2023 and dt. 28.09.2023 respectively.

The complainant himself on requesting for reconnection of power supply before the Forum, the Opposite Party acted upon the grievance petition filed and unblocked the energy billing from Ghost to Regular status with reconnection of power supply on 14.05.2024 upon payment made of Rs. 7,000/- in cash by the complainant on the same date. Accordingly, credit reversal sundry of Rs. 31,613/-, that was adjusted earlier was debited (added to) back to the complainant's account, claiming the complainant's power supply connection status as "Line Consumer". The last arrear outstanding as on Mar 2023 billing stood at Rs. 51,987.60/-.

The ledger abstract revealed that, since the power supply was officially remained in disconnected state from 23.05.2023 to 13.05.2024 (Reconnection to the complainant's premises effected on 14.05.2024), no monthly energy bills were generated. It was also observed that, the meter bearing Sl No. "WCV28529" that has been available for billing since the month of first billing i.e Oct 2015, was advanced upto the reading of KWH "001091" as recorded in Jan 2018 and the meter reading as on the date of reconnection (dt. 14.05.2024) , as recorded in the aforementioned meter was noted for billing as KWH "001488".

The Opposite Party could not furnish any reports, statements and reply to the case after giving sufficient reasonable time to submit. Hence, the Forum construed that, the Opposite Party has nothing to say in support of their views.

Scrutinizing the records in detail, the Forum observed that, the power supply to the complainant's premises has been restored on 14.05.2024, but the provisional and average bills charged to the complainant from Feb 2018 till Mar 2023 (after which period the monthly energy bills were stopped due to consumer being declared as "Ghost") are yet to be revised accordingly by the Opposite Party to redress the grievances effectively, as the same has not been carried out as on date.

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 reassess & revise the energy bill raised to the complainant during the period from Feb 2018 till the date of reconnection i.e dt. 14.05.2024 (duly considering the disconnected period from 23.05.2023 to 13.05.2024), to be recasted on the basis of actual monthly average consumption as recorded in meter SL No. "WCV28529", taking into account initial meter reading as KWH "001091" and final meter reading as KWH "001488", thereby evaluating monthly fixed charges to be levied only during the line disconnected period.
2. The Opposite party is directed not to consider the bill revision for the period already where the complainant has availed the OTS scheme and rebate thereon, if any, as applicable, as not submitted any information for the same by either of the parties
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.
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

(B.K. Singh)
PRESIDENT

Copy to: **Grievance Redressal Forum**

Grievance Redressal Forum

1. Suraj Kumar, Bargarh, P.O. Bargarh, Dist. Bargarh, Mob- 8984637932.
2. Sub-Divisional Officer (Elect.), Bhatli, 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:Bhoingar, 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".