

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)/ 89(4)

Date: 29.05.2024

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

1	Case No.	BGH/72/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Triyambic Biswal At-Lamburjuna, PO-Kansingha Melchhamunda, Padampur Dist-Bargarh		5152-0314-0062	7894329959
3	Respondent/s	SDO(Elect), Padampur , TPWODL			Division B.W.E.D, TPWODL, Bargarh
4	Date of Application	15.05.24			
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	15.05.24			
9	Date of Order	29.05.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

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



Appeared

For the Complainant- Sri Triyambic Biswal

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

GRF Case No- BGH/72/2024

(1) Sri Triyambic Biswal
At-Lamburjuna, Po-Kansingha
Melchhamunda, Padampur
Dist- Bargarh
Consumer No.- 5152-0314-0062

COMPLAINANT

VRS

(1) SDO(Elect), Padampur, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed by Sri Triyambic Biswal, At-Lamburjuna, Padampur, objected about abnormal bill raised in the month of Apr 2023. Hence the complainant prayed before the forum to direct the Opposite party to resolve the billing dispute.

SUBMISSION OF OPPOSITE PARTY

The Opposite party submitted the Physical Verification Report dt. 17.05.2024, ledger abstract from Mar 2001 to Apr 2024 and the written submission. In reply to the case, the Opposite Party submitted that, the initial date of power supply to the complainant was on 01.01.1990. In the month of Apr 2023, a huge bill of "5867" units were raised. The Opposite Party urged before the Forum to revise the abnormal bill raised in the month of Apr 2023 by spreading the total units recorded in the meter Sl no. WHL016982 from the date of its installation of, i.e 02.02.2022 to Apr 2023.

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-5152-0314-0062, having CD-01.5KW, under LT-Domestic category, under ESO, Melchhamunda. After scrutinizing the case in detail, the ledger abstract revealed that a new meter bearing Sl No. "LW200129" was installed and updated in billing during Nov 2019. But provisional bills were continuously raised from Nov 2019 to Oct 2021 and thereafter, energy bills were charged on average basis from Nov 2021 to Sept 2022. The FG database (Licensee's soft record) revealed that a new meter bearing Sl No. "WHL016982" was installed in the complainant's premises on 02.02.2022, replacing the old meter Sl No. "LW200129". But the average /Provisional bills were continued from March 2022 till Nov 2022. It was also observed that a penal assessment of RS. 7,000/- was added (debited) in Jan 2022 billing. It was revealed that there were no records of billing done from Dec 2022 to Mar 2023. In the month of Apr 2023, the energy bill was charged on actual basis with abnormally high units , i.e "5867" units, recorded in meter SL No. "WHL016982", considering FMR"005889" KWH & IMR"000022"KWH. The ledger abstract revealed that actual bills continued to charge upto the reading of KWH "005914" recorded in Oct 2023 & thereafter, Provisional / average bills were charged due to defectiveness of Meter No. "WHL016982". The FG database revealed that, new meter bearing Sl No. "TWST1746096" was installed on 23.05.2024, replacing


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the old Meter No. "WHL016982". It was observed from billing records that, Rs. 3,897.94/- was deducted (credited) from the complainant's account as per bill revision made by the Opposite Party for delay meter updation in system database, considering the revision period from 02.02.2022 to 15.10.2022. However, the entire period from 02.02.2022 to Apr 2023 billing were not considered for revision, wherein "5867" units were abnormally charged in a single month of Apr 2023.

As per the written submission made by the Opposite Party, regarding recasting of earlier bills raised from 02.02.2022, i.e from the date of meter installation (Meter Sl No. "WHL016982") to Apr 2023, the Forum is of the considered opinion that the above period bills are to be spreaded over on monthly average basis, considering the accumulated units ,i.e "005867" KWH recorded upto Apr 2023 billing.

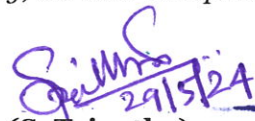
ORDER

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 and revise the energy bill charged to the complainant from 02.02.2022 to Apr 2023 on the basis of recasting/ spreading over of total accumulated units , i.e KWH "005867" , as recorded in Meter Sl No. "WHL016982" upto Apr 2023 billing, to be evaluated on monthly average basis, 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.


29/5/24

(S. Tripathy)
Member (Finance)


29/5/24

(B.K. Singh)
President

Copy to **Grievance Redressal Forum**

1. Triyambak, Bargarh, PO-Kansingha, Malchhanapada, Padampur, Dist-Bargarh, Mob-9938485747.

2. Sub-Divisional Officer (Elect.), Padampur, 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: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".