

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)/ 84⁽⁴⁾

Date: 28.05.2024

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

1	Case No.	BGH/73/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sarbananda Sagar At-Jhungapali, Diptipur Padampur Dist-Bargarh	5152-0303-1486	9938485747	
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	28.05.2024			
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, Melchhamunda, TPWODL.



Appeared

For the Complainant- Sri Sarbananda Sagar

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

GRF Case No- BGH/73/2024

(1) Sri Sarbananda Sagar

At-Jhungapali

PO-Diptipur

Dist- Bargarh

Consumer No.- 5152-0303-1486

COMPLAINANT

VRS

(1) SDO(Elect), Padampur, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed by Sri Sarbananda Sagar, At-Jhungapali, Diptipur, objected about abnormal and provisional bills raised from the date of power supply till Dec 2023, even though initial meter was installed in the premises for recording of monthly consumption. The complainant submitted that an abnormal bill was raised particularly in the month of Dec 2023 with excessively high units charged in a single month. 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. 15.05.2024, ledger abstract from Oct 2019 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 14.09.2019. In the month of Dec 2023, a huge bill of "4233" units were raised. The Opposite Party urged before the Forum to revise the abnormal bill raised in the month of Dec 2023 by spreading the total units recorded in the meter Sl no. WLT100547 from the date of its installation of, i.e 14.09.2019 to Dec 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-5152-0303-1486, having CD-01KW, under LT-Domestic category, under ESO, Melchhamunda. After scrutinizing the case in detail, the Forum observed that, the complainant's first energy bill was raised in Oct 2019 having initial power supply date on 14.09.2019. Thereafter, provisional bills were raised from Oct 2019 to Oct 2022. The FG Records (Licensee's soft Records) revealed that power supply was officially disconnected on 15.11.2022 and was later reconnected on 21.05.2024, the reason being the consumer has been availing power supply but wrongly energy bills were stopped. The ledger abstract revealed that, no energy bills were raised against the complainant's connection from Dec 2022 to July 2023, except the monthly fixed charges so levied. There were no billing records found in ledger abstract from Aug 2023 to

Nov 2023. In the month of Dec 2023, the energy bill was raised on actual basis with "4233" units charged, considering IMR "000015" & FMR "004248". Thereafter, in the month of Jan 24, the energy bill was charged on actual basis with "000206" units considering the current meter reading of KWH "004454" & initial meter reading of KWH "004248", recorded in meter Sl No. "WLT100547", that was updated in billing database during Jan 2024.

In reply to the case, the Opposite party certified that the meter Sl No. "WLT100547" was available in the premises from the date of initial power supply i.e on 14.09.2019 as per the Physical Verification Report drawn on 15.05.2024 by the ESO, Melchhamunda. The Physical Verification Report indicated that, the complainant consumer has been utilizing power supply continuously, but the power supply disconnected status was wrongly entered in billing database. The Opposite Party urged before the Forum to issue necessary orders to revise the energy bills charged from Oct 2019 to Dec 2023 by spreading over the entire units recorded in meter Sl No. "WLT100547" upto Dec 2023. The Forum, on scrutinizing the Physical Verification Report found that, the existing meter Sl No. "WLT100547" has been in running condition with advanced meter reading recorded as KWH "004873" as on 15.05.2024. The ledger abstract also revealed that actual bills have been raised to the complainant from Jan 2024 onwards as per the consumption recorded in meter Sl No. "WLT100547". Hence the Forum is of the considered opinion that, the provisional and abnormal energy bills charged to the complainant from Oct 2019 to Dec 2023 are to be revised accordingly by recasting the entire units accumulated upto Dec 2023 billing on actual monthly average basis, taking into account the non billing/disconnected period, to be duly considered for charging monthly energy bills.

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 Nov 2019 to Dec 2023, by recasting the entire units so accumulated upto Dec 2023 billing, as recorded in meter Sl No. "WLT100547" to be spreaded over 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.

S. K. Singh
28/5/24
(S. K. Singh)
Member (Finance)
Grievance Redressal Forum
TPWODL, Bargarh-768028

B. K. Singh
28/5/24
(B. K. Singh)
(President)
Grievance Redressal Forum
TPWODL, Bargarh-768028

Copy to: -

1. Sarbananda Sagar, At-Jhungapali, Po-Diptipur, 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: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".