

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)/

93⁽⁴⁾

Date: 12.06.2024

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

1	Case No.	BGH/74/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Saroj Banchhor At/Po-Silat, Godbhaga Via-Atabira, Dist-Bargarh		5122-0306-0286	9777631249
3	Respondent/s	SDO (Elect), Atabira, TPWODL			Division B.E.D, TPWODL, Bargarh
4	Date of Application	17.05.2024			
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	17.05.2024			
9	Date of Order	12.06.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: Office of Electrical Section Officer, Godbhaga, TPWODL.



Appeared

For the Complainant- Saroj Banchhor
Represented by Laxmi Narayan Banchhor

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

GRF Case No- BGH/74/2024

(1) Saroj Banchhor
At/PO- Silat,Godbhaga
Dist- Bargarh.
Consumer No.- 5122-0306-0286

COMPLAINANT

VRS

(1) SDO (Elect), Atabira, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed in the name of Saroj Banchhor, At/Po-Silat,Godbhaga, represented by Laxmi Narayan Banchhor, objected about provisional and average billing raised from July 2019 to Jan 2021 and from Jun 2021 to Nov 2022. The complainant prayed before the Forum to direct the opposite party to resolve the billing dispute accordingly.

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-5122-0306-0286, having CD-2.5KW, under LT-Domestic category, under ESO Godbhaga. On examining the case in detail, the Forum observed that, actual bill was raised in July 2019 on the basis of advanced meter reading recorded as KWH "002357", as recorded in Meter Sl No. "WCV35886". Thereafter, provisional and average bills were charged from Aug 2019 to Jan 2021. The FG database (Licensee's soft record) revealed that a new meter bearing Sl No. "LW632816" was installed in the complainant's premises on 01.01.2021 and actual bills were raised from Feb 2021 to May 2021. But, provisional/average bills were again raised from Jun 2021 to Nov 2022 as the same meter was declared defective and was later replaced with a new meter SL No. "300017624", installed on 12.10.2022 but updated in billing off late on 22.12.2022. It was observed that actual bills have been raised to the complainant from Dec 2022 onwards as per the consumption recorded in Meter Sl No. "30017624". The FG database revealed that previously generated bills from Sept 2022 to Nov 2022 is already revised as per actual consumption recorded in meter Sl No. "30017624" and Rs. (-)1800.43/- has been credited to (deducted from) the complainant's account and this sundry amount adjustment has been given effect by the Opposite Party on 09.01.2023. However, the remaining period of provisional and average bills raised from Aug 2019 to Jan 2021 and from Jun 2021 upto the date of installation of new meter (Meter Sl No. "30017624") were not revised and adjusted in subsequent billing months accordingly. It was pointed out that, actual bills were charged only for four months from Feb 2021 to May 2021, after installation of last

meter SL No. "LW632816" that was installed on 01.01.2021 as per records available and the same was subsequently declared defective and replaced with a new meter.

After giving sufficient reasonable time, the Opposite Party couldn't submit any requisite reports, statements in support of their views.

On examining the records in detail, the Forum construed that the provisional and average bills charged to the complainant from Aug 2019 to Jan 2021 and from Jun 2021 upto Nov 2022 are to be revised to settle the billing dispute accordingly.

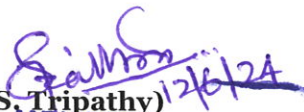
ORDER


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 from Jun 2021 to Nov 2022, on the basis of succeeding twelve months actual monthly average consumption recorded in meter SL No. "30017624", from the date/month of installation of the same, 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 charged to the complainant from Aug 2019 to Jan 2021, on the basis of actual monthly average consumption so derived in Para-1 of the above order, duly adjusting the bill revision made earlier and/or, the benefit arising out of the OTS Scheme, if any.
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 (Finance)
Grievance Redressal Forum
TPWODL, Bargarh-768028


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

- Copy to:
1. Saroj Bancher, Atabira, Bhubhaga, Dist-Bargarh, Mob-977631249
 2. Sub-Divisional Officer (Elect.), Atabira, 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".