

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)/ 97(4)

Date: 20.07.2024

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

| | | | | | |
|----|--|---|---|--|-------------|
| 1 | Case No. | BGH/80/2024 | | | |
| 2 | Complainant/s | Name & Address | | Consumer No | Contact No. |
| | | Bipin Bihari Sahu At-Dhinkimunda, Paikmal Dist-Bargarh | | 5154-1111-0148 | 6370701385 |
| 3 | Respondent/s | S.D.O (Elect), Paikmal , TPWODL | | Division B.W.E.D, TPWODL, Bargarh | |
| 4 | Date of Application | 29.05.2024 | | | |
| 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 157 √ | | | |
| | | 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 | 29.05.2024 | | | |
| 9 | Date of Order | 20.07.2024 | | | |
| 10 | Order in favour of | Complainant | √ | Respondent | Others |
| 11 | Details of Compensation awarded, if any. | NIL | | | |


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TPWODL, Bargarh-768028

Place of Camp: Office of Sub Divisional Officer, Paikmal, TPWODL.



Appeared

For the Complainant- Sri Bipin Bihari Sahu
Represented by Sri Sushanta Sahu

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

GRF Case No- BGH/80/2024

(1) Sri Bipin Bihari Sahu
At-Dhinkimunda, Paikmal.
Dist- Bargarh,
Consumer No.- 5154-1111-0148

COMPLAINANT

VRS

(1) S.D.O (Elect), Paikmal, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed in the name of Sri Bipin Bihari Sahu, At-Dhinkimunda, Paikmal, represented by Sri Sushanta Sahu objected about abnormal & wrong energy bills charged to him in the month of Jun 2023 to Aug 2023 and also in Jan 2024, which lead to total arrear accumulation of Rs. 52,778/- upto Jan 2024 billing. The complainant also submitted that on request to the concerned ESO for rectification of such abnormal bills, an amount of RS. 35,892/- was deducted from his consumer account upon revision, due to which an arrear of RS. 16,956/- still reflected in his subsequent bill received on 18.03.2024. In this context, the complainant submitted a copy of application addressed to SDO (Elect), Paikmal, requesting for revision of earlier abnormal bills in complete shape. Hence, the Complainant prayed before the Forum to direct the Opposite Party to resolve the billing dispute accordingly.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted the ledger abstract of the complainant from Jan 2019 to Apr 2024 and the written submission in this case. In reply to this case, the Opposite Party submitted that, the initial power supply to the complainant was released on 01.01.1990. The energy bill was raised on actual basis upto Apr 2023. Thereafter provisional bills were raised from May 2023 to July 2023. Later the provisional bills were revised and Rs. 35,892/- was credited (deducted from) to the complainant's account. But the revision of provisional bill was not done in complete shape and hence, the Opposite Party requested the Forum to issue necessary order to revise the provisional bills charged to the complainant from May 2023 to July 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-5154-1111-0148, having CD-01 KW, under LT-Domestic category, under ESO-Paikmal. The date of initial power supply to the complainant was on 01.01.1990. The ledger abstract revealed that, actual bill was raised to the complainant in Apr 2023 billing considering the current advanced reading of KWH "006418", recorded in meter Sl No. "WLT106698". But, in the month of May 2023, the energy bill was raised abnormally on actual basis with "4382" units, taking the initial reading of KWH "6418" and current

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reading for the month as KWH "10800". This erratic billing resulted into charging of Rs. 27,099.75/- in a single month and was noticed that there was negative arrear balance upto Apr 2023 billing. Provisional bills were charged during subsequent billing from Jun 2023 to July 2023 @ "1404" units & "1129" units respectively. The FG database (Licensee's Soft records) revealed that the service connection was officially disconnected on 24.08.2023 and subsequently reconnected on 14.12.2023. Hence, no monthly bill units were charged from Aug 2023 to Nov 2023, thereby charging only the monthly fixed charges for the above months. It was also noticed that no bill was generated for Dec 2023 billing as seen from FG database. Again, in the month of Jan 2024, the energy bill was also charged with "1715" units on average basis. It was observed that the previous energy bills were revised by the Opposite Party for the period from Apr 2023 to Jan 2024 and credit sundry adjustment of Rs. 35,892.70/- (deducted from consumer's account) was given effect on 14.03.2024. And, previous meter reading was rectified as per bill revision carried out & Feb 2024 bill was charged on actual basis with "16" units recorded for the month, considering the advanced meter reading of KWH "006988" as recorded in Meter No. "WLT106698" and from thereon, actual bills have been continuing since Feb 2024 onwards.

The Opposite Party suggested for revision of provisional bills in complete shape which was not included in bill revision proposal already carried out and adjusted. As per the averments made by the complainant and the reply submission filed by the Opposite Party, the Forum is of the considered opinion that the energy bills already revised from Apr 2023 to Jan 2024 are required to be reassessed again duly considering the entire period of dispute raised from May 2023 to Feb 2024 to redress the grievances of the complainant in a fair and reasonable manner.

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 monthly energy bills charged to the complainant from May 2023 to Feb 2024, on the basis of actual monthly average consumption recorded in Meter Sl No. "WLT106698", to be evaluated considering initial meter reading as KWH "006418" as on May 2023 and final meter reading as KWH "006988" as on Feb 2024, duly considering the period of disconnection into account (Supply disconnected on 24.08.2023 & reconnected on 14.12.2023 as per FG database (Licensee's soft records) revealed).*
- 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 and ensure payment thereof.*

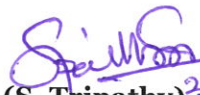





4. The Complainant is directed to pay the revised billed amount so arrived, if any, within due date after receipt of the revised energy charges bill as per regulation- 144 of OERC Distribution (Conditions of Supply) Code,2019. Failure to make such payment in this regard would attract disconnection of 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. Tripathy) 20/7/2024
Member (Finance)
MEMBER


(B.K. Singh) 20/7/24
(President)
PRESIDENT

Copy to **Grievance Redressal Forum**
TPWODL, Bargarh-768028

Grievance Redressal Forum
TPWODL, Bargarh-768028

1. Bipin Binari Santu, At-Dhinkimunda, Paikmal, Dist-Bargarh, MP-4376285.
2. Sub-Divisional Officer (Elect.), Paikmal, 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".