

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)/ 113th

Date: 31.08.2024

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

1	Case No.	BGH/89/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Raghu Majhi At- Cheranga Ghanj, PO-Jamseth, Paikmal, Dist-Bargarh		5154-1110-2007	9777758296
3	Respondent/s	S.D.O (Elect), Paikmal , TPWODL			Division B.W.E.D, TPWODL, Bargarh
4	Date of Application	18.07.2024			
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	18.07.2024			
9	Date of Order	31.08.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

B.K
PRESIDENT

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

Appeared

For the Complainant- Sri Raghu Majhi

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



GRF Case No- BGH/89/2024

(1) Sri Raghu Majhi

At-Cheranga Ghanj,
Po-Janseth, Paikmal
Dist- Bargarh,
Consumer No.- 5154-1110-2007

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed by Sri Raghu Majhi, objected about abnormal energy bill raised in Apr 2023 with "22472" units, although the previous arrears were cleared through OTSS & 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. 25.07.2024 & 28.08.2024, ledger abstract from Sep 2012 to Jun 2024 and the written submission to the case. In reply to the case, the Opposite Party submitted that, the initial date of power supply to the complainant was effected on 01.01.1990. The energy bills were raised on actual basis up to Nov 2015. Thereafter, bills were raised on provisional/average basis from Jan 2016 to July 2023. Meter Sl No. "WCS19144" was installed in the complainant's premises on dt. 10.09.2015. The complainant has cleared the due amount under OTSS , but after that, suppress reading has been punched, which should be covered under OTSS. Hence the Opposite Party urged before the Forum to issue order as deemed fit.

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-5154-1110-2007, 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. On scrutinizing the records in detail, it was observed that, a new meter bearing Sl No. "LW539532" was installed and updated in billing during the billing month of Feb-Mar 2021 and provisional billings were continued from Mar 2021 to Jan 2023. In the month of Mar 2023, the energy bill was raised abnormally with "22442" units on actual basis. Thereafter, again provisional bills continued upto July 2023 and adjusted automatically in Aug 2023 billing. During the month of Aug 2023, the meter Sl No. "WCS19144", which was updated in database earlier and billed upto Jan 2021 was again updated into billing database . The Opposite Party certified that meter Sl No. "WCS19144" has been available in the premises from 10.09.2015 and the meter status has been found "OK" with advanced meter reading recorded as KWH"25887" as on Physical Verification Report dt. 25.07.2024. The Opposite Party was asked to submit the following document for further adjudication in to the case.

1. Meter change protocol if any

PRESIDENT

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

2. Detailed calculation effecting sundry amount in Mar/Apr 2023, justifying the initial reading as KWH "000970" and final reading as KWH "002289" with proof of photo readings (initial & final meter readings considered) in meter SL No. WES39955 as revised for the period from Jun 2021 to Feb 2023.

But the Opposite Party could not furnish the details in particular. It was observed that, the complainant has availed OTSS benefit upto Dec 2020 billing. Hence, the Forum construed that, revision of provisional/average bills to be carried out as per Regulation 157 of OERC Distribution (Conditions of Supply) Code, 2019, taking the period from Apr 2021 to Mar 2023 as per IMR as on dt. 10.09.2015 and FMR "23644" as on Mar 2023 billing @ 260 units /month.

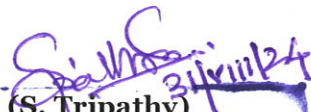
ORDER

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 from Apr 2021 to Mar 2023 as per Regulation 157 of OERC Distribution (Conditions of Supply) Code, 2019, on the basis of actual monthly average consumption recorded in meter SL No. "WCS19144", taking into account initial meter reading as on 10.09.2015 and final meter reading as KWH "23644" as on Mar 2023 billing.
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. Tripathy)
MEMBER
Grievance Redressal Forum
TPWODL, Bargarh-768028


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

Copy to:

1. Rajendra Kumar Singh, PO-Janseth, Paikmal, Dist-Bargarh, Mob-9777758296
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: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".