

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)/ 117(4)

Date: 04.09.2024

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

1	Case No.	BGH/97/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Chhayakanta Barik At-Dubabahal, PO-Diptipur Dist-Bargarh		5152-0305-0358	9556362461
3	Respondent/s	SDO(Elect), Padampur , TPWODL		Division B.W.E.D, TPWODL, Bargarh	
4	Date of Application	20.08.24			
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	20.08.2024			
9	Date of Order	04.09.2024			
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- Chhayakanta Barik
Represented by Paritosh Barik

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

GRF Case No- BGH/97/2024

(1) Chhayakanta Barik
At-Dubalbahal
PO-Diptipur, Melchhamunda
Dist- Bargarh
Consumer No.- 5152-0305-0358

COMPLAINANT

VRS

(1) SDO(Elect), Padampur, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

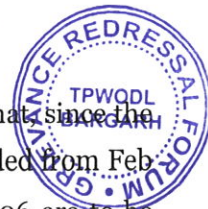
The Complaint petition filed in the name of Chhayakanta Barik, Dubalbahal, Diptipur, represented by Paritosh Barik, objected about abnormal bills raised from Feb 2005 to Sept 2006 and prayed before the Forum to direct the opposite party to resolve his billing dispute accordingly.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted the Physical Verification Report dt. 23.08.24, Ledger detail from Mar 2001 to July 2024, Meter photo reading of meter Sl No. "TPWODL1098599" and the written Submission. In reply to this case, the opposite party mentioned that the initial date of power supply to the complainant was effected on 01.01.1990. Thereafter, energy bills were raised on provisional/average basis from Mar 2001 to Nov 2004, Feb 2005 to Sept 2006 and Mar 2016 to Apr 2019. The opposite party urged before the Forum to issue order as deemed fit for revision of the Provisional/Average bills.

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-5152-0305-0358, having CD-01KW, under LT-Domestic category, under ESO, Melchhamunda. It was observed from the ledger abstract that Jan 2005 bill was raised on actual basis. But, thereafter, average bills were continuously charged from Feb 2005 to Sept 2006. It was revealed from records that, the power supply remained disconnected during Oct 2006 to Sept 2008 and no energy bills were charged. The ledger abstract indicated that a new meter bearing Sl no. "1844701A" was installed and updated in billing during Dec 2005/Jan 2006 bi-monthly billing, but average bills were raised thereafter. During Oct 2008 to Jan 2009, provisional bills were generated and thereafter, actual bills were charged from Feb 2009 onwards as per the advanced meter readings recorded in Meter Sl No. "1844701A". The FG database (Licensee's Soft records) indicates that the energy bills raised from Apr 2019 to Apr 2022 and from Sept 2022 to Apr 2023 are already revised and an amount of Rs. 314.36/- and Rs. 12,560.14/- were deducted (credited) from the complainant's bill respectively.



From the aforementioned facts, reports available in this case, the Forum construed that since the meter Sl No. "1844701A" was in running condition and advanced meter readings were recorded from Feb 2009 onwards, the average bills so charged to the complainant from Feb 2005 to Sept 2006 are to be revised as per actual monthly average consumption recorded in meter Sl no. "1844701A".

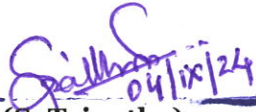
ORDER

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 bill charged to the complainant from Feb 2005 to Sept 2006 on the basis of twelve months actual monthly average consumption recorded in the meter bearing Sl no. "1844701A", to be derived from the consumption recorded during Apr 2009 to Mar 2010 billing, 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. Tripathy)
Member (Finance)


(B.K. Singh)
President

Copy to Grievance Redressal Forum
TPWODL, Bargarh-768028

Grievance Redressal Forum
TPWODL, Bargarh-768028

1. Chief Legal Officer, TPWODL, PO-Diptipur, Melchhamra, Dist-Bargarh, Mob-9556362461
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".