

**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)/ 23(4)

Date: 30.01.2024

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

1	Case No.	BGH/06/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Chintamani Meher At/Po-Bhatli Dist-Bargarh	5124-2101-0142	9778082559	
3	Respondent/s	SDO(Electrical), Bhatli , TPWODL		Division B.E.D, TPWODL, Bargarh	
4	Date of Application	06.01.2024			
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	06.01.2024			
9	Date of Order	30.01.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: Sub-Division Office, TPWODL, Bhatli.

Appeared

For the Complainant- Cintamani Meher
Represented by Kamadeva Meher



For the Respondent - SDO (Elect.), Bhatli, TPWODL.
Represented by Priyabrata Joshi, J.M. (F), BED, Bargarh

GRF Case No- BGH/06/2024

(1) Cintamani Meher
At/PO-Bhatli
Dist- Bargarh.
Consumer No.- 5124-2101-0142

COMPLAINANT

VRS
(1) SDO(Elect.) Bhatli, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed in the name of Chintamani Meher, represented by Kamadev Meher, objected about the provisional/average energy bills charged prior to installation of new meter bearing Sl No. WLTO09023. 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 copies from Apr-2018 to Dec-2023, Physical Verification Report (PVR) dt.21.12.2023. The opposite party couldn't submit the written statement on this case. In reply to this case, the Opposite Party has mentioned in the PVR dt. 21.12.23 that, the existing meter bearing serial No-"WLTO09023" has been in running condition with advanced meter reading recorded as kwh-"7532". Hence, the Opposite party urged before the Forum to issue necessary orders to revise the previous provisional bills as objected by the complainant, considering the consumption recorded in the existing running meter.

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-5124-2101-0142 having CD-03 KW, under LT-Domestic category, under ESO Bhatli. On examining the case in detail and as per the complaint raised by the complainant, the Forum observed from the ledger abstract that provisional bills were raised from Oct 15 to Feb 18 @ 127/432 units per month, as there were no advanced meter readings recorded in the existed meter bearing serial No"3105070127". As per the data submitted by the opposite party, a new meter having SL.NO."WLTO09023" was installed on Aug 2017, updated in billing during Mar 18, replacing old meter No"3105070127." declared as defective. Mar 18 bill was raised on actual basis with "113" units taking into account the current reading of kwh"113". However, provisional bills from Oct 15 to Sep 17 were not adjusted in billing. Actual bills were charged thereafter till Dec-2023.

The physical verification report dtd.21.12.2023 indicated that the existing meter having meter serial No-"WLTO09023" has been in running condition with advanced meter reading recorded as kwh-"7532". The Forum observed that disputed energy bills are to be revised upto a maximum period of two years prior to the month in which disputed period of bill ends, as per Regulation 157 of OERC

Distribution (Condition of Supply) Code, 2019, considering the actual monthly average consumption recorded in the existing meter bearing serial No-“ WLTO09023”.



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 raised to the consumer for the period from **Oct -2015 to Sept-2017**, based on the actual monthly average consumption recorded in the existing meter bearing meter sl. no.” WLTO09023”, considering initial meter reading of KWH recorded as on the date of installation of the afore mentioned meter and final meter reading of KWH”7532” as on 21.12.2023(as per P.V.R. submitted).
2. The Opposite party is directed not to consider the bill revision for the above mentioned period already revised earlier/for the period of penalty that falls in above period/or, in both cases, if any, as may be applicable, as the same information has not been submitted by either of the parties.
3. 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.
4. 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.
5. 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.

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.

(MEMBER) 30/01/2024
Member (Finance)
Grievance Redressal Forum
TPWODL, Bargarh-768028

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

Copy to: -

1. Chintamani Meher, Bhatli, Dist-Bargarh.
2. Sub-Divisional Officer (Elect.), Bhatli, TPWODL, Bhatli 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.: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.orierec.org under the “head “Cases->”GRF”.