

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)/ 14 (4)

Date: 29.01.2024

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

1	Case No.	BGH/12/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Pramod Bhoi At/PO-Jhitiki, PS-Paikmal. Dist- Bargarh. Pin-768050		5150-0116-8476	6370339191
3	Respondent/s	E.E, B.W.E.D.Bargarh , TPWODL		Division B.W.E.D, TPWODL, Bargarh	
4	Date of Application	05.01.24			
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	05.01.2024			
9	Date of Order	29.01.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028

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



Appeared

For the Complainant- Sri Pramod Bhoi

For the Respondent - EE, BWED, Bargarh.

Represented by SDO(Elect), Paikmal, TPWODL.

GRF Case No- BGH/12/2024

(1) Sri Pramod Bhoi

At/Po-Jhitiki,

PS-Paikmal.

Dist- Bargarh, Pin-768050

Consumer No.- 5150-0116-8476

COMPLAINANT

VRS

(1) E.E (Elect.), B.W.E.D, Bargarh, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed by of Sri Pramod Bhoi, At/Po-Jhitiki, objected about wrong bills generated during Line Disconnected period from July 2021 to Jan 2023. The complainant has submitted the M.R copies of fees deposited towards D/C & R/C & prayed for revision and withdrawal of wrong bills served to him.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted the ledger copies from Nov 2019 to Dec-2023, Physical verification Report dt. 05.01.2024 and the written submission. In reply to the case, the Opposite party submitted that, the complainant was availing power supply from dt. 20.02.2018 under Irrigation Pumping and Agriculture Category vide Meter No. "Nill". The Opposite party intimated that the power supply was disconnected from 26.07.2021 and was reconnected on 20.01.2023. The Opposite party urged before the Forum to issue necessary orders as deemed fit for revision of previous bills from July 21 to January 23.

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-5150-0116-8476, having CD-2.50KW, under LT-Irrigation Pumping & Agriculture category, under ESO, Paikmal. On scrutinizing the records in detail, it was observed that there is no meter available at the complainant's premises as per the PVR dt. 05.01.2024 submitted by SDO, Paikmal. The complainant was billed on Average basis from April 2021 to Dec 2023. It is ascertained from the Money receipt of fees deposited towards D/C & R/C that, the power supply was disconnected during the period from 26.07.2021 to 20.01.2023. Further it is observed that, presently there is no meter available at the site of the complainant even after the reconnection of power supply effected on 20.01.2023 and average bill is still continuing till date.

Hence, the forum is of the considered opinion that the average/provisional bills raised to the complainant from July 2021 Jan 2023 are to be revised and withdrawn except the monthly fixed charges so charged during the aforementioned period.

PRESIDENT

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

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 average bill raised for the period from the date of disconnection i.e on 26.07.2021 till the date of reconnection i.e on 20.01.2023 and withdraw the same, except the monthly fixed charges so levied during the aforementioned period.
2. The opposite party is directed to install a new meter within 15 days of this order & update the metering details into billing fold without delay.
3. 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.
4. 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.
5. 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.
6. 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) 29/01/2024
MEMBER
Member (Finance)


(B.K. Singh)
PRESIDENT

Copy to: **TPWODL, Bargarh-768028**

Grievance Redressal Forum
TPWODL, Bargarh-768028

1. Pramod Bhoi, At/Po-Jhitiki, Dist-Bargarh-768050, Mob-6370339191
2. Sub-Divisional Officer (Elect.), Paikmal, TPWODL, Paikmal 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.oriarc.org under the "head "Cases->"GRF".