

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)/ 15(4)

Date: 29.01.2024

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

1	Case No.	BGH/13/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Rohita Mishra. At/PO-Paikmal, Dist- Bargarh.	5154-1107-0499	9938485581	
3	Respondent/s	SDO(Elect), Paikmal , TPWODL		Division B.W.E.D, TPWODL, Bargarh	
4	Date of Application	05.01.24 (Received on 19.01.24 from Opposite Party)			
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			



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

Appeared

For the Complainant- Rohita Mishra
Represented by Satyanarayan Joshi

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

GRF Case No- BGH/13/2024

(1) Sri Rohita Mishra
At/Po-Paikmal,
Dist- Bargarh,
Consumer No.- 5154-1107-0499

COMPLAINANT

VRS

(1) SDO (Elect.), Paikmal, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed in the name of Sri Rohita Mishra, At/Po-Paikmal, represented through Satyanarayan Joshi objected about abnormal bills charged during the period from 2021 to 2022. The Complainant prayed before the Forum to direct the Opposite Party to withdraw such erroneous bills raised & resolve the billing dispute accordingly.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted the ledger copies from Mar 2008 to Nov-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. 25.03.2008. The complainant was being billed on actual from Mar 2008 to Feb 2017. Thereafter, from Mar 2017 to May 2023 Average/ Provisional bill were served to the consumer. The Opposite party intimated that the defective meter bearing Sl No. WLTo42098 was replaced and a new meter bearing Sl No. TPWODL1071094 was installed in the consumer's premises on dt. 21.06.2023. Thereafter actual electricity bills were charged to the consumer. The Opposite party urged before the Forum to issue necessary orders for revision of previous provisional bills by taking six months average of consecutive actual 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-5154-1107-0499, having CD-1.00KW, under LT-General Purpose category, under ESO,Paikmal. On scrutinizing the records in detail, it was observed that the complainant was billed on Domestic tariff from Mar 2008 to Sep 2018. The tariff was changed to General Purpose Category from Oct 2018 onwards. It is observed from the ledger submitted by SDO, Paikmal that the complainant was billed on Actual basis from Mar 2008 to Apr 2010. Thereafter Provisional/Actual bills were served from May 2010 to Jan 2021. From Feb 2021 to May 2023, Provisional bills were served to the complainant. One meter bearing Sl No. WLTo42098 was installed in the complainant's premises and updated in the billing month Dec 2017. Further, one new meter bearing Sl No. TPWODL1071094 was installed in the complainant's premises on dt. 21.06.2023 declaring the old meter bearing Sl No. WLTo42098 as defective. Actual bill is being served to the complainant from Jun 2023 onwards.

Hence, the forum is of the considered opinion that the average/provisional bills raised to the complainant from July 2021 Jun 2023 are to be revised by taking 6 months actual monthly average consumption of new meter bearing Sl No. TPWODL1071094.



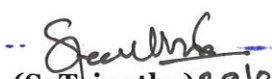
ORDER

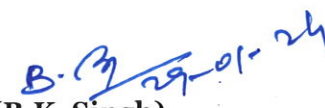
Considering the documents and statements submitted by both the parties and agreed upon at the time of hearing, the Forum hereby passes orders in consonance with regulations of the OERC Distribution (Conditions of Supply) Code 2019.

1. The Opposite Party is directed to reassess & revise the energy bills raised to the consumer for the period from **July-2021 to Jun-2023**, based on succeeding Six months actual monthly average consumption so recorded in the existing meter bearing meter sl. no." TPWODL1071094" from the date of installation of the same.
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. 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. Thirupathy) 29/01/2024
MEMBER
Member (Finance)
Grievance Redressal Forum
TPWODL, Bargarh-768028


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

Copy to: -

1. Rohita Mishra, At/PO-Paikmal, Dist-Bargarh, Mob-9938485581
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.orierc.org under the "head "Cases->"GRF".