

**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)/ 16 (4)

Date: 29.01.2024

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

1	Case No.	BGH/16/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Ram Ch. Sahu. At/Po-Chhindkela, Via-Mandosil, Paikmal Dist- Bargarh.	5154-1101-0193	8455800355	
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- Ram Ch. Sahu

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

GRF Case No- BGH/16/2024

(1) Ram Ch. Sahu
At/Po-Chhindekela,
Via-Mandosil,Dist- Bargarh,
Consumer No.- 5154-1101-0193

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed by Sri Ram Ch. Sahu, At/Po-Chhindekela, Via-Mandosil,Paikmal, objected about abnormal bill charged during the period from Jan 2023 to Mar 2023. 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 2001 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 is availing power supply from dt. 01.01.1990. The complainant was being billed on actual basis from Jan 1990 to Oct 2011. Thereafter, from Nov 2011 to Nov 2020, Average/ Provisional bill were served to the consumer. The Opposite party intimated that the defective meter bearing Sl No. "WLT043913" was replaced and a new meter bearing Sl No. "LW182931" was installed in the consumer's premises on dt. 11.12.2019. Thereafter, actual electricity bills were charged to the consumer. The Opposite party urged before the Forum to issue necessary orders for spreading over of "4626" units generated in the billing month Jan 2023 accumulated from the date of installation of 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-5154-1101-0193, having CD-1.00KW, under LT-Domestic category, under ESO,Paikmal. As per the PVR dt. 05.01.2024, submitted by the opposite party, the meter Sl No. is "LW182931" with meter reading KWH "10895". On scrutinizing the records in detail, it was observed from the ledger that the complainant was billed on average basis from Nov 2011 to July 2013, thereafter Provisional bill raised in Sept 2013. Then Average bills were charged from Nov 2013 to May 2015. From July 2015 to Jan 2016 the bill were served on Actual basis. From Mar 2016 to July 2022 Provisional bill were charged to the consumer even though a New Meter Sl No. "LW182931" was installed in the complainant's premises and updated in billing during Mar 2020. The next bill in Nov 2022 was charged on Actual basis with current meter reading of KWH "3500". For the next month in Jan 2023, the energy bill was charged on Actual basis with CMR

"8126" KWH and with bill units 4626 charged. In the month of Mar 23 the energy bill was charged on actual basis with CMR "8720" KWH.

Hence, the forum is of the considered opinion that the abnormal bill raised in a single month of Jan 2023 is to be spreaded over from the date of meter installation. The period of bill revision required is from Dec 2019 to Jan 2023.


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 recast the units of "8126" KWH accumulated in the existing meter bearing meter sl. no." LW182931" recorded in the month of Jan 23, to be spreaded over from **Dec 2019 to Jan 2023** on the basis of monthly average consumption.
2. The Opposite party is directed not to consider the bill revision for the period of penalty that falls in above period, 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. Tripathy) 29/01/2024
MEMBER
Grievance Redressal Forum
TPWODL, Bargarh-768028


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

Copy to

1. Ram Ch. Sahu, At/ Po-Chhindekela, Via-Mandosil, Paikmal, Bargarh.
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".