

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)/ 284

Date: 31.01.2024

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

1	Case No.	BGH/19/2023			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Kalpita Mahana At-Andharipali PO-Larambha Via-Atabira Dist- Bargarh.		5120-0103-7297	9437684877
3	Respondent/s	SDO(Elect), Atabira , TPWODL			Division B.E.D, TPWODL, Bargarh
4	Date of Application	22.12.23			
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	22.12.23			
9	Date of Order	31.01.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

B.K

PRESIDENT
Grievance Redressal Forum
 TPWODL, Bargarh-768028

Place of Camp: Office of Sub-Divisional Officer, TPWODL, Atabira.



Appeared

For the Complainant- Kalpita Mahana
Represented by Jagabandhu Mahana

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

GRF Case No- BGH/19/2023

(1) Kalpita Mahana
At-Andharipali,
PO-Larambha
Dist- Bargarh.
Consumer No.- 5120-0103-7297

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed in the name of Kalpita Mahana, At-Kadobahal, Po-Larambha, PS-Atabira, Dist-Bargarh, represented by Jagabandhu Mahana objected about charging of meter rent in the electricity bill even though the meter cost has already been paid along with other charges for New Service Connection vide Receipt No. 1622720550W044720, dt. 03.06.2021. Hence, the Complainant prayed before the Forum to direct the Opposite Party to withdraw such meter cost & resolve the billing dispute accordingly.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted the ledger copies from July-21 to Dec-2023, break up of initial payment made by the consumer during New Service Connection. The opposite party couldn't submitted the written statement and Physical Verification Report on this case.

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-5120-0103-7297, having CD-02KW, under LT-Irrigation Pumping and Agriculture category, under ESO, Larambha.

On scrutinizing the case in detail, it was observed that the date of initial power supply to the consumer is 28.04.2021 as per FG Database. The consumer has paid Rs. 4,119.87/- in total towards New Service Connection Charge vide Receipt No. 1622720550W044720, dt. 03.06.2021. A meter bearing serial No. "WLT200535" was installed in the premises of the consumer at the time of initial power supply and first bill was served to the consumer in the month of July-21 for four billing months. It was observed that in the energy bill of July-21 Meter cost of Rs. 465/- is levied upon the complainant. Thereafter the complainant has been charged with meter cost @ Rs. 150/- per month from Aug 21 to Dec 23.

The opposite party was asked to furnish details of deposit amount of Rs. 4119.87/- as claimed by the complainant towards new service connection charges in total. The opposite party failed to produce the same. The complainant submitted a copy of HDFC Credit Card bill statement dt. 18.06.2021 wherein a payment of Rs. 4119.87/- was made by the complainant through online mode, the transaction date

being on 03.06.2021. However, the FG database (Licensee Soft Records) indicates that Rs. 708/- was deposited towards miscellaneous payment against new connection security deposit issued on 19.08.2021. Hence, the upfront deposit of meter cost by the complainant could not be established. The forum is of the opinion that the opposite party is required to verify the records and ascertain the meter cost deposited by the complainant if any and make necessary revision of meter rent by withdrawing the same already charged in energy bills so far, only after confirmation of the same from the relevant records.

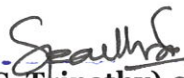
ORDER


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 scrutinize and ascertain from the records about recovery of upfront meter cost deposited by the complainant (as claimed by the complainant towards payment of Rs. 4,119.87 made at the time of new service connection applied for) and reassess, revise and withdraw the monthly meter rent so levied if the meter cost is found to be already deposited by the complainant. In this context, the opposite party is also directed to stop the monthly meter rent to be charged in order to avoid further wrong generation of bills.*
- 2. The Opposite Party is directed to serve the revised energy charges bill with revised due date within 30 days, upon due observation of the order mentioned under Para (1) stated above, from the date 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.*

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) 31/01/2024
MEMBER
Grievance Redressal Forum
TPWODL, Bargarh-768028


(B.K. Singh) 31.01.24
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

1. Kalpita Mahana, Ai-Andharipali, PO-Larambha, Dist-Bargarh, Mob-9437684877.
2. Sub-Divisional Officer (Elect.), Atabira, TPWODL, Atabira 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:Bhoinagar, 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”.