

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)/ 12(4)

Date: 29.01.2024

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

1	Case No.	BGH/01/2023			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Suresh Patel At-Mundela, PO-Paikmal Via-Paikmal, Pin-768039 Dist- Bargarh.	5154-1105-2345	9777512564	
3	Respondent/s	SDO(Electrical), Paikmal , TPWODL	Division B.W.E.D, TPWODL, Bargarh		
4	Date of Application	19.12.23 (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	04.01.24			
9	Date of Order	29.01.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



Hearing At: GRF, Office, TPWODL, Bargarh.

Appeared

For the Complainant- Sri Suresh Patel

For the Respondent - SDO (Elect.), Paikmal, TPWODL.
Represented by Jayanta Panigrahi (DFM), BWED, Bargarh, TPWODL.

GRF Case No- BGH/01/2023

COMPLAINANT

(1) Sri Suresh Patel
At-Mundhela,
PO-Paikmal, Via-Paikmal
Dist- Bargarh.
Consumer No.- 5154-1105-2345

VRS

(1) SDO(Elect.) Paikmal, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed by Sri Suresh Patel, At-Mundhela, Paikmal, objected about the sudden rise in electricity bill from Rs.43,000/- to Rs. 1,33,751/- observed in August-2023 billing. The complainant also submitted that he had enquired it before the Opposite party to ascertain the reasons of such additional bills raised & got to know that the earlier meter had recorded such accumulated readings as a result of which such additional bills were charged subsequently. The complainant also submitted that a new meter was installed during October-2021 & expressed his dissatisfaction about huge consumption recorded in the same meter within a span of two years as compared to the low consumption earlier recorded. Hence, the Complainant prayed before the Forum to direct the Opposite Party to revise the disputed bills & resolve the dispute accordingly.

The case being registered on dt. 19.12.23, notice was issued to both the parties to appear before the Forum on dt. 04.01.2024, wherein the complainant was present before the Forum & the Opposite Party was also present, represented by Sri Jayanta Panigrahi (DFM), BWED, Bargarh.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted the latest Physical Verification Report (PVR) dt.18.01.2024, a copy of PVR. Dtd.10.11.2023, a copy of photo meter reading of meter SL.NO.-"WLTO41989" and a written statement on this case. In reply to this case, the Opposite Party submitted that, the previous meter bearing serial No"WLTO41989" was actually installed in the premises on 17.02.2018 with initial meter reading as kwh"000000" & final meter reading at the time of replacement on 18.01.2024 was kwh"25196". The same meter was replaced by a new meter bearing serial No-"TWNX510466" installed on 18.01.2024, that has been in running condition with advanced meter reading recorded as kwh-"000075". Hence, the Opposite party urged before the Forum to issue necessary orders to revise the energy bills raised as per actual consumption recorded in the existed 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-515411052345 having CD-1KW, under LT-Domestic purpose category, under ESO, Paikmal. In the instant case the Opposite party certified the fact that the meter bearing serial No"WLTO41989" was actually installed in the premises on 17.02.018 with initial reading as kwh"000000". The meter was advanced upto the reading of kwh"25916" at the time of replacement of the same on 18.01.2024, with a new meter having serial No" TWNX510466", the old meter being declared as defective. It was observed that this meter change report was updated off late during August-2023 billing, as a result of which provisional/average bills were charged from February-2018 to July-2023. In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than five years. For such delay in updation of new meter in billing, average billing has been done which could have been avoided if the OP has installed the meter without delay. Therefore, it is advised to the OP for such issues to be taken care of in future.

Actual bill of "24884" units were suddenly raised in Aug-2023 billing amounting to Rs. 1,18,987.98/- charged for the month, considering the advanced consumption recorded in the meter bearing serial No" WLTO41989", auto adjusting the previous provisional bills amounting Rs.28,294.02/-. The ledger abstract revealed that a new meter bearing SL. NO" LW518746" was installed on 22.10.2021. However, the Opposite Party could not provide the details of such meter change report. It was also observed that monthly energy bills were not charged during Oct-2023 to Nov-2023, that was officially declared disconnected & was later reconnected 05.01.2024.

Considering the reports, statements & hearing of the case, the Forum construed that the meter having serial No"WLTO41989" that was available in the premises from 17.02.2018 to 18.01.2024 & energy bills raised from Feb-2018 to August-2023 are to be re-casted & revised as per actual monthly consumption recorded in the same meter, in order to redress the grievances of the complainant.

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 **February-2018 to August-2023**, based on the actual monthly average consumption recorded in the existed meter bearing meter sl. no." WLTO41989", considering initial meter reading as on the date of installation of the same and final meter reading of KWH"024884" as on August-2023(as per F.G. database revealed).*
- 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 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.


(S. Tripathy) 29/01/24
MEMBER (Finance)
Grievance Redressal Forum
TPWODL, Bargarh-768028


(B.K. Singh) 29-01-24
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

Copy to: -

1. Sri Suresh Patel, At-Mundhela, PO-Paikmal, Dist-Bargarh, Pin-768039, Mob 9777512564.
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: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".