

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)/ 36(4)

Date: 17.02.2024

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

1	Case No.	BGH/22/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Dolamani Dash At-Jamdol, Bheden. Dist-Bargarh		5125-2104-0778	7751831289
3	Respondent/s	SDO (Elect), Bheden , TPWODL			Division B.E.D, TPWODL, Bargarh
4	Date of Application	30.01.2024			
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	30.01.2024			
9	Date of Order	17.02.2024			
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: Sub-Division Office, TPWODL, Bheden.

Appeared

For the Complainant- Dolamani Dash

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

GRF Case No- BGH/22/2024

(1) Dolamani Dash
At-Jamdol, Bheden,
Dist- Bargarh.
Consumer No.- 5125-2104-0778

COMPLAINANT

VRS

(1) SDO (Elect.) Bheden, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed by Dolamani Dash, At-Jamdol, Bheden, objected about average bills raised from the year 2021 to 2023 and prayed before the Forum for resolving the billing dispute.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted the ledger copies from Sep 2015 to Jan 2024, Physical Verification Report (PVR) dt. 13.02.2024 and written submission in this case. As per the PVR submitted the existing Meter in the premises of the complainant is bearing Sl No. TPWODL1060675 and the CMR was "702" KWH. The opposite party stated that the complainant was billed on Provisional & Average basis from May 2019 to Jun 2023 due to absence of meter. The opposite party urged before the Forum to issue necessary order for revision of the Provisional/Average bill as deemed fit .

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-5125-2104-0778 having CD-2.50 KW, under LT-Domestic category, under ESO-Bheden. It is observed by the Forum from the ledger abstract, that Provisional bills were raised from May 2019 to Jan 2021. Thereafter Average bills were charged from Feb 2021 to May 2023. A new meter bearing Sl No. "TPWODL" was installed and updated in billing in Jun 2023 with advanced meter reading recorded for the month as KWH "000034". Thereafter actual bills were raised continuously. It is surprised to observe that Provisional/Average bills were continued for such a long period of time as no meter was replaced in time. There was laxity in replacement of old meter to which the Forum condemns such inaction and warns to be careful in future. As Provisional/Average bills shouldn't be continued for more than two billing cycle at a stretch, necessary action was expected from the Opposite Party to do needful action as per Regulations specified in this regard.

However, since a new meter has been already installed during Jun 2023 and actual bills have been continuing since then, the Forum is of the considered opinion that the Provisional/Average bills raised to

the complainant from Jun 2021 to May 2023 are to be revised on the basis of actual monthly Average consumption recorded in the existing meter available in the premises.



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 and revise the energy bill of the complainant from Jun 2021 to May 2023 on the basis of succeeding six months actual monthly average consumption recorded in the existing running meter bearing Sl No. "TPWODL1060675", from the date of installation of the same.
2. 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.
3. 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.
4. 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 four months from the date of issue of this order.

Accordingly, the case is disposed of.

MEMBER (Finance)
Grievance Redressal Forum
TPWODL, Bargarh-768028
Copy to: -

PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

1. Dalaman Dash, At-Jandol, Bheden, Bargarh, Mob-7751831289
2. Sub-Divisional Officer (Elect.), Bargarh-I, TPWODL, 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".