

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)/ 30⁽⁴⁾

Date: 12.02.2024

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

1	Case No.	BGH/25/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		H. M Kudasingha At-Kudasingha P.S-Padampur Dist-Bargarh		5152-0108-0469	9937858982
3	Respondent/s	SDO(Elect), Padampur , TPWODL			Division B.W.E.D, TPWODL, Bargarh
4	Date of Application	09.01.24			
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	09.01.2024			
9	Date of Order	12.02.2024			
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

Appeared

For the Complainant- H.M Kudasingha School



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

GRF Case No- BGH/25/2024

(1) H.M Kudasingha School
At-Kudasingha
PS-Padampur
Dist- Bargarh
Consumer No.- 5152-0108-0469

COMPLAINANT

VRS

(1) SDO(Elect), Padampur, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed in the name of H.M Kudasingha School, At-Kudasingha, PS-Padampur, represented by Sri Mahesh Kumar Sahu, objected about average bills raised during the year 2020 to 2021 which have not been revised till date and prayed before the Forum to direct the opposite party to resolve his billing dispute accordingly.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted the Physical Verification Report dt. 20.01.2024, Ledger detail from Apr 2019 to Nov 2023 and the written Submission. In reply to this case, the opposite party mentioned that the initial date of power supply to the complainant was on 13.03.2019. The complainant was charged with average bills from Apr 2019 to Apr 2020. The opposite party urged before the forum to issue necessary orders to revise average bills charged from Apr 2019 to Apr 2020 on the basis of consumption recorded in the new meter installed on dt. 21.01.2023 bearing Sl No. "TW02038030". The opposite party has mentioned in the PVR dt. 10.01.2024 that, the existing meter bearing Sl no. "TW02038030" has been in running condition with advanced meter reading recorded as KWH "000199".

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-5152-0108-0469, having CD-01KW, under LT-Specified Public Purpose category, under ESO, Padampur-I. As per the ledger abstract submitted by the opposite party, the first bill to the complainant was raised in the month of Apr 2019 on Average basis & average bills continued from Apr 2019 to Apr 2020 @ 288 units on bi-monthly basis. Thereafter provisional bills were charged from Jun 2020 to Dec 2021 @ 288 units /@554 Units/@324 units from time to time. It was observed by the Forum that a meter bearing Sl No. "LW450557" was installed and updated in billing during May-Jun-2020 bi-monthly billing. But the bills were raised on provisional basis from Jun 2020 to Dec 2021. In the month of Feb 2022 bill was charged on actual basis and automatic House Lock adjustments were effected in billing by giving credit sundry of Rs. 19948.43 (19181.2+767.23) adjusting the entire provisional bills raised from June 2020 to Dec 2021. Thereafter, a new meter bearing Sl No. "TW02038030" was installed and updated in billing during Jan-Feb 2023. The PVR dt. 10.01.2024 revealed that the aforementioned meter has been in running condition with advanced reading recorded as KWH "000199".

The Forum on scrutinizing the case in details constructed that the average bills charged from Apr 2019 to Apr 2020 are to be revised as per actual monthly average consumption recorded in the existing meter bearing Sl No. "TW02038030".

ORDER

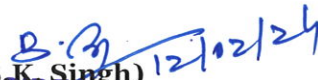
Considering the documents and statements submitted by both the parties and agreed upon at the time of hearing, the Forum hereby passes orders in consonance with regulations of the OERC Distribution (Conditions of Supply) Code 2019.

1. The Opposite Party is directed to reassess and revise the energy bill charged from Apr 2019 to Apr 2020 on the basis of the actual monthly average consumption recorded in the existing meter bearing Sl No. "TW02038030", taking into initial meter reading as on the date of meter installation of the same meter and final meter reading as KWH"000199" as on 10.01.2024(As per PVR submitted).
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.


MEMBER
(S. Tripathy)
Member (Finance)
Grievance Redressal Forum
TPWODL, Bargarh-768028
12/21/2024


PRESIDENT
(B. K. Singh)
President
Grievance Redressal Forum
TPWODL, Bargarh 768028
12/21/24

Copy to:

1. Head Master, Kudasingha School, At-Kudasingha, PS-Padampur, Dist-Bargarh, Mob-9937858982.
2. Sub-Divisional Officer (Elect.), Padampur, TPWODL, 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".