

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)/ 3/4

Date: 12.02.2024

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

1	Case No.	BGH/27/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Kampani Turia At-Budhapali, PO-Bheunria, PS-Padampur Dist-Bargarh		5152-1605-0035	7326083011
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			

Place of Camp: Office of The Sub Divisional Officer, Padampur, TPWODL.

Appeared

For the Complainant- Kampani Turia
Represented by Aditya Turia



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

GRF Case No- BGH/25/2024

(1) Kampani Turia
At-Budhapali, PO-Bheunria
PS-Padampur
Dist- Bargarh
Consumer No.- 5152-1605-0035

COMPLAINANT

VRS

(1) SDO(Elect), Padampur, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed in the name of Kampani Turia, At-Budhapali, PO-Bheunria, PS-Padampur, represented by Aditya Turia, objected about abnormal bills raised in the month of Dec 2021 & "2600" units billed in one month 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 Feb 2001 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 01.01.1990. One new Meter bearing Sl No. "LW668991" was installed in the complainant's premises on dt. 27.09.2020. The complainant was charged with "2629" units in the month of Nov-Dec 2021 with a bill amount of Rs. 15,631.60. The opposite party urged before the forum to issue necessary orders to spread over the total units recorded from the date of installation of the new meter bearing Sl No. "LW668991" to Dec 2021 .

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-5152-1605-0035, having CD-02KW, under LT-Domestic category, under ESO, Padampur-II. It is observed by the Forum that a new meter bearing Sl No. "LW668991" was installed in the complainant's premises on dt. 27.09.2020 but updated off late in the billing database on dt. 31.10.2021 (as obtained from FG database). Meter reading were advanced upto the reading of KWH "001350" recorded as on Sept -Oct 2021 billing and actual bills were charged from the date/month of meter replacement from Sept 2020 to Sept-Oct 2021. Thereafter in the month of Nov -Dec 2021 bill was abnormally charged on actual basis with "2629" units, considering IMR "1350" KWH and FMR "3979" KWH. It was observed that actual bill were raised thereafter till last billing upto Nov 2023. The PVR dt. 20.01.2024 indicated that the existing meter bearing Sl No. "LW668991" has been in running condition with advanced meter reading recorded as KWH "10253". Hence the Forum construed that the energy bills raised from the date of meter installation) Meter No. "LW668991" installed on 27.09.2020) till Dec 2021 are to be revised on the basis

of actual monthly average consumption recorded in the aforementioned meter, thereby giving proper slab benefit on the monthly average consumption & as per the relevant tariff applicable.

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 bills charged from the date of meter installation (i.e on 27.09.2020) bearing Meter Sl no. "LW668991" to Dec 2021, on the basis of actual monthly/daily average consumption to be evaluated considering IMR as on the date of installation of the aforementioned meter and FMR "003979" KWH as on Dec 2021 (as per ledger abstract 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.

(S. Tripathy) 27/12/2024
MEMBER (Finance)
Grievance Redressal Forum
TPWODL, Bargarh-768028

(B.K. Singh) 27/12/24
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

Copy to:
1. Kampani Barga, Ag. Sub-Station, S-padampur, Dist-Bargarh, Mob: 7326083011.
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".