

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)/ 32(4)

Date: 12.02.2024

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

1	Case No.	BGH/28/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Kanhu Charan Majhi At-Kandabhata, PO-Jamatpali, PS-Gaisilet Dist-Bargarh		5152-0202-0274	7978527954
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			

PRESIDENT
Grievance Redressal Forum
 TPWODL, Bargarh-768028



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

Appeared

For the Complainant- Sri Kanhu Charan Majhi

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

GRF Case No- BGH/28/2024

(1) Sri Kanhu Charan Majhi

At-Kandabhata

PS-Gaisilet

Dist- Bargarh

Consumer No.- 5152-0202-0274

COMPLAINANT

VRS

(1) SDO(Elect), Padampur, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed by Sri Kanhu Charan Majhi, At- Kandabhata, PS-Gaisilet, objected about abnormal bill charged in the period from June 2020 to Jan 2023 prayed before the Forum to direct the opposite party to resolve his billing dispute accordingly.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted the ledger copies from Jun 2005 to Dec 2023, Physical verification Report dt. 12.01.2024 and the written submission. In reply to the case, the Opposite party submitted that, the initial date of power supply of the complainant was 10.06.2005. The complainant was charged with actual bill till Jun 2017. Thereafter Provisional/Average bills were raised from July 2017 to Dec 2022. Meter Sl No. "TW02017035" was installed in the complainant's premises on dt. 20.03.2022 with IMR "000000", but the same was entered in the billing database on dt. 26.01.2023 with IMR "4601". The Opposite party urged before the Forum to issue necessary orders as deemed fit for revision of bills from the date of installation of meter Sl no. "TW02017035" i.e 20.03.2022 to Feb 2023

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- 5152-0202-0274, having CD-4.5KW, under LT-General Purpose category, under ESO, Gaisilet. After scrutinizing the case in detail, the Forum observed that Provisional/Average bills were charged from July 2017 to Dec 2022 @108 units/@213 units/@1814 units/@1912 units/@2398 units/@1555 units on bi-monthly basis from time to time. A new meter bearing Sl No. "TW02017035" was installed & updated in billing during Jan-Feb 2023 billing and actual bill was raised considering IMR as "4115" KWH and FMR as "5069" KWH. The opposite party certified the fact that the aforementioned meter was actually installed on dt. 20.03.200 with IMR "000000" KWH, but later updated in billing on dt. 26.01.2023 with



IMR “4601” KWH. Hence due to late updation of meter change protocol in billing database, such provisional/average bills were charged. Actual bills were charged thereafter from Feb 2023 onwards. The PVR Dt. 12.01.2024 revealed that the existing meter bearing Sl No. “TW02017035” has been in running condition with advanced meter reading recorded as KWH “008482”.

As per the complainant’s objection regarding abnormal bills raised from Jun 2020 to Jan 2023 & reply submission made by the opposite party urging the Forum to issue order for revision of bills from the date of Meter change i.e from 20.03.2022 to Feb 2023. The Forum is of the opinion that since the dispute period bill ends on Feb 2023 with installation of new meter and actual bills served thereafter, the provisional/ Average bills raised earlier from Mar-Apr 2021 to Feb 2023 are to be revised as per the regulation 155 of OERC Distribution (Conditions of Supply)Code,2019.

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 20.03.2022 to Feb 2023 on the basis of actual monthly/daily average consumption recorded in the existing Meter bearing Sl No. “TW02017035”, considering IMR as on the date of installation of the same and FMR as “5069” KWH as on Feb 2023.*
2. *The opposite party is directed to revise the energy bills charged from Mar-Apr 2021 bimonthly bill till 19.03.2022 on the basis of actual monthly/daily average consumption so evaluated in Para(1) above.*
3. *The Opposite party is directed not to consider the bill revision for the above mentioned period already revised earlier correctly/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.*
4. *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.*
5. *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.*
6. *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) 12/2/2024
Member (Finance)
Grievance Redressal Forum
TPWODL, Bargarh-768028


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

Copy to: -

1. Kanhu Charan Majhi, Kendubhata Jampali, Padampur, Dist-Bargarh, Mob-7978527954.
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: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".