

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)/ 37(4)

Date: 17.02.2024

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

1	Case No.	BGH/29/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Jogendra Dansana At-Bhundubahal PS-Gaisilet Dist-Bargarh		5152-0214-1275	8455097198
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	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: Office of The Sub Divisional Officer, Padampur, TPWODL.

Appeared

For the Complainant- Jogendra Dansana
Represented by Harihar Dansena

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

GRF Case No- BGH/29/2024

(1) Jogendra Dansana
At-Bhundubahal
GP-Chantipali
Dist- Bargarh
Consumer No.- 5152-0214-1275

COMPLAINANT

VRS

(1) SDO(Elect), Padampur, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed in the name of Jogendra Dansana, At-Bhundubahal, Padampur, represented by Harihar Dansana, objected about abnormal bills raised till 2022 without power supply 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 Mar 2020 to Dec 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 12.12.2019. Thereafter from Aug 2021 to Nov 2023 bills were raised on Provisional/Average basis. The Provisional/Average bill from Mar 2020 to Nov 2023 was adjusted with final meter reading "7025.9" KWH on 06.12.2023 and an amount of Rs. 25248.35 was debited in the bill of the complainant. The opposite party urged before the Forum that there is no scope of revision of bill of the complainant.

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-5152-0214-1275, having CD-0.5KW, under LT-Domestic category, under ESO,Gaisilet. The date of initial power supply to the complainant was on 12.12.2019. As found from the FG database the Meter Sl no. "1060633" was installed on 11.12.2019 in the complainant's premises but updated in billing off late on 31.10.2021. The first bill of the complainant was generated in the month of Mar 2020 on provisional basis and thereafter, Provisional/Average bill continued from Mar 2020 to Nov 2023 @ 188 units per month from time to time, except in Jan 2021 where actual bill was charged. In the month of Dec 2023, the bill was charged on actual basis considering IMR"7025.9 KWH and CMR "7598" KWH. Thereafter, in Jan 2024 bill was charged on actual basis with IMR "7598"KWH and CMR "7927" KWH. The PVR dt. 20.01.2024 indicated that the existing meter bearing SL no. "1060633" has been in running condition with advanced meter reading recorded as KWH "007792.8" The ledger abstract revealed that an upward



bill revision has been done from Mar 2020 (i.e from the date of first billing) to Nov 2023, considering IMR “2518” KWH and FMR “7025” KWH, thereby charging “4507” units for aforementioned period and RS. 25,248.35/- was debited (added) in Dec 2023 billing. The opposite party couldn’t establish the reason for considering the initial meter reading as KWH “2518” recorded as on which date, in the meter bearing Sl no. “1060633”, that has been available in the premises since 11.12.2019. Hence, the upward bill revision carried out by the opposite party did not cover the entire unit of “7025” units recorded in the same meter as on Nov 2023, that was required to be recasted from the date of power supply i.e from 12.12.2019 till Nov 2023 billing.

The complainant’s objection regarding false bills raised during no power supply period till the year 2022 couldn’t be substantiated with records, facts, complaints made earlier in this regard. The opposite party also couldn’t provide any records of no power supply period as objected by the complainant. Hence as per the document, records available, the Forum construed that the energy bills raised from the date of power supply i.e from 12.012.2019 till Nov 2023 are to be reassessed and revised again as per the actual monthly average consumption recorded in the existing running meter bearing Sl No. “1060633”, available since the date of power supply.

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 initial power supply i.e from 12.12.2019 to Nov 2023, on the basis of actual monthly average consumption to be evaluated by spreading over/ recasting the accumulated units of KWH “007025” recorded in the Meter bearing Sl No. “1060633” (The same meter has been available in the complainant’s premises since the date of Power Supply) upto Nov 2023 billing.*
- 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. 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) 7/2/2024
Member (Treasurer)
Grievance Redressal Forum
TPWODL, Bargarh-768028

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

Copy to: -

1. Sri Jogendra Dansena, At-Bhunduahal, PS-Gaisilet, Dist-Bargarh, Mob-8455097198.
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".