

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)/ 55(4)

Date: 29.03.2024

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

1	Case No.	BGH/33/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Nilamani Sa At-Remta Ward No-10, Barpali Dist-Bargarh	5151-0205-0842	7377730327	
3	Respondent/s	SDO(Electrical), Barpali , TPWODL	Division B.W.E.D, TPWODL, Bargarh		
4	Date of Application	16.02.24			
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	16.02.2024			
9	Date of Order	29.03.2024			
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 Electrical Section Officer, Barpali-II, TPWODL.



Appeared

For the Complainant- Nilamani Sa

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

GRF Case No- BGH/33/2024

(1) Nilamani Sa
At-Remta, Ward No-10
Brpali, Dist- Bargarh.
Consumer No.- 5151-0205-0842

COMPLAINANT

VRS

(1) SDO(Elect.) Barpali, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed by Nilamani Sa, At-Remta, Barpali, objected about wrong energy bills raised from the year 2018 onwards, being a Soubhagya Consumer, despite initial Power supply extended to him during the year 2022. Hence, the Complainant prayed before the Forum to direct the Opposite Party for an efficacious remedy.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party couldn't submit any document in this instant case.

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-5151-0205-0842 having CD-0.5 KW, under LT-Domestic category, under ESO Barpali-II. The initial date of power supply to the complainant was on dt. 12.10.2018 & the consumer's first bill was generated in Dec 2018 on average basis with "144" units charged for the month. Average bills were continuously raised from Jan 2019 to Aug 2021 @ 96 units on bi-monthly basis. Oct 2021 bill was raised on provisional basis. Thereafter, the energy bill for the month of Dec 2021 was raised on actual basis and then from Jan 2022 to May 2023, provisional bills were charged as no meter was installed initially from the date of power supply. It was observed that a new meter SI No. "TW02006688" was installed in the complainant's premises on 08.07.2023 and actual bills continued to charge thereafter till last billing of Feb 2024. The Opposite Party neither submitted a physical verification report nor a written statement to this case.

The complainant's claim regarding wrong bills charged to him during the no power supply period from the year 2018 onwards, despite the initial Soubhagya connection was extended to him during the year 2022, the Opposite party couldn't furnish any details, statements in support of their views against the complaint petition filed. However, the Forum from the FG records found that a new meter was installed on 08.07.2023, but the initial power supply was extended on 12.10.2018 without a new meter

installed initially. Hence the question of extending initial power supply to the complainant is remained to be answered by the Opposite party.

In this context, the Opposite Party is required to enquire about the authenticity of the claim made by the complainant regarding the exact date of energization of power supply to the complainant's premises and the necessary revision & withdrawal of bills to be carried out by the Opposite Party upon declaration of the same.


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 ascertain the actual date of initial power supply extended to the complainant at first instance & secondly, if the date of power supply is found to be after the initial supply release date as per FG records, i.e on 12.10.2018, the energy bills are to be required to be revised & withdrawn from 12.10.2018 till the date of actual initial power supply date for necessary redressal of the grievance petition.
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.
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, to which the complainant is liable to pay.

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.


28/3/24
(S. Tripathy)
Member (Finance)
MEMBER
Grievance Redressal Forum
TPWODL, Bargarh-768028


28/03/24
(B.K. Singh)
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

- Copy to
1. Nilamani Sa, At-Remta, Ward No-10, Barpali, Dist-Bargarh, Mob 7377730327.
 2. Sub-Divisional Officer (Elect.), Barpali, 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:Bhoynagar, 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".