

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)/ 524

Date: 29.03.2024

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

1	Case No.	BGH/35/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Rudra Sahu At/po-Satlama, Via-Barpali. Dist-Bargarh		5151-0216-1016	9778811368
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



Place of Camp: Office of Electrical Section Officer, Barpali-II, TPWODL.

Appeared

For the Complainant- Rudra Sahu

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

GRF Case No- BGH/42/2024

(1) Rudra Sahu

At-Satlama, Barpali

Dist- Bargarh.

Consumer No.- 5151-0216-1016

COMPLAINANT

VRS

(1) SDO(Elect.) Barpali, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed by Rudra Sahu, objected about abnormal billing in Dec 2021. The Complainant prayed before the Forum to direct the Opposite Party to resolve the billing dispute accordingly.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party failed to 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-5151-0216-1016 having CD-04 KW, under LT-Domestic category, under ESO Barpali-II. The initial date of power supply to the complainant was on dt. 13.09.2021. On examining the case in detail and as per the complaint raised by the complainant, the Forum observed from the ledger abstract that, the first energy bill was generated in the month of Dec 2021 on actual basis with "4061" units even though no reading was recorded for the month in the installed meter Sl No. "WLT201317". The next energy bill of Nov 2022 was charged on actual basis with "1162" units taking the advanced reading of KWH "1162" recorded for the month. Thereafter, actual bills have been raised as per the advanced consumption recorded in the meter Sl No. "WLT201317". The reason for abnormal units raised with "4061" units in Dec 2021 billing, could not be substantiated by the opposite party. However, considering the meter to be in running condition, as depicted from the billing history with advanced meter readings recorded subsequently from Nov 2022 onwards, the Forum construed that the energy bills raised from Dec 2021 to Nov 2022 are to be revised as per the actual monthly average consumption recorded in the existing meter bearing Sl No. "WLT201317".

PRESIDENT

**Grievance Redressal Forum
TPWODL, Bargarh-768028**



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 revise the energy bills raised to the complainant from Dec 2021 to Nov 2022 on the basis of actual monthly average consumption recorded in the existing meter bearing Sl No. "WLT201317", considering initial meter reading as on the date of installation of the same meter and final meter reading as KWH "001162" recorded as on Nov 2022 billing, duly adjusting the bill revision made earlier and/or, the benefit arising out of the OTS Scheme, if any.
2. 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.
3. 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.


(S. Tripathy)
Member (Finance)
Grievance Redressal Forum
TPWODL, Bargarh-768028


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

Copy to: -

1. Rudra Sahu, At/Po-Satlama, Via-Barpali, Dist-Bargarh, Mob 9778811368.
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: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.oriarc.org under the "head "Cases->"GRF".