

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)/ 57⁽⁴⁾

Date: 29.03.2024

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

1	Case No.	BGH/42/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Krushna Chandra Sahu At-Dova, Jharbandh Dist-Bargarh	5150-0116-0532	9178967252	
3	Respondent/s	EE(Elect), BWED, Bargarh	Division B.W.E.D, TPWODL, Bargarh		
4	Date of Application	19.02.2024			
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	19.02.24			
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, Jharbandh, TPWODL.



Appeared

For the Complainant- Krushna Chandra Sahu

For the Respondent - EE (Elect), BWED, Bargarh, TPWODL.

GRF Case No- BGH/18/2024

(1) Krushna Chandra Sahu
At-Dova, Jharbandh
Dist- Bargarh.
Consumer No.- 5150-0116-0532

COMPLAINANT

VRS

(1) EE (Elect), BWED, Bargarh, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed by Sri Krushna Chandra Sahu, objected about wrong charging of energy bills, though the power supply of the complainant's premise is disconnected from 11.04.2015. The Complainant prayed before the Forum to direct the Opposite Party to resolve the billing dispute accordingly.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted the, Physical Verification Report (PVR) dt. 14.03.2024, written submission and Ledger abstract of the complainant. In reply to the case, the Opposite Party submitted that, the complainant is availing power supply from 27.11.2013 vide meter Sl No. 395502 under Irrigation Pumping & Agriculture Category. As per the physical verification report of ESO, Jharbandh, there is no meter available at the premise of the complainant. As per the remark of the Opposite Party, due to low voltage problem, the complainant was not utilising power supply from the month of January to June in every year. The same low voltage problem was resolved since 11.02.2023 after charging of the new 33KV Lakhmara-Dungripali feeder. The Opposite Party urged before the Forum to revise the Provisional bills of the complainant from the month of Jan to Jun from 2018 to 2022.

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-5150-0116-0532 having CD-2.5 KW, under LT-Irrigation Pumping & Agriculture category, under ESO Jharbandh. On verifying the records & objection filed by the complainant, it was observed that Provisional bills were continuously raised from Jun 2017 till last billing. The complainant alleged that such monthly bills were continuously charged to him, despite the power supply has been disconnected since 11.04.2015. The ledger abstract revealed that there has been no meter installed till last billing. As per the PVR dt. 14.03.2024, there is no meter in the LI point and due to low voltage, the consumer had not used the water motor every year from January to June from 2018 to 2022 and the low voltage problem was resolved from 11.02.2023 after charging of new 33KV Lakhmara-Dungripali Feeder. The Opposite Party was asked to submit the status of power supply from 11.04.2015 till date as per the

complaint made by the complainant. However, the Opposite Party could not furnish the same within reasonable time frame. Revision of provisional bill already charged, arises on the aspect of power supply position during such period. In the aforementioned background, the Forum is constrained to pass orders as per available records and merit of the case.



In order to extend lawful justice for redressal of grievances, the Opposite Party is required to ascertain the actual period of disconnection effected if any and revise & withdraw the energy charges so levied except the monthly fixed charges during the line disconnected period as found out, if any.

The said area is used to be low voltage area since long time. Therefore, the complainant's grievance regarding non operative condition of LI point seems to be correct till the charging of additional feeder on dt. 11.02.2023 for voltage improvement as stated by ESO (Elect), Jharbandh.

As per the prayer made by the complainant regarding reconnection of power supply enabling him to use supply for Agriculture purpose, the complainant is required to deposit under protest the amount equal to the sum obtained from him, or, the electricity charges due from him calculated on the basis of average charge for electricity supplied to him during the preceding six months, which ever is less, pending disposal of the dispute. The Opposite party shall accept such payment from the consumer & reconnect the power supply accordingly.

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 ascertain the non usage period during the year 2018 to 2023, due to reasons attributed to low voltage and/or, the Physical line disconnected period and revise & withdraw the energy bills charged during the period as ascertained, except the monthly fixed charges so levied. However, if there has been no power supply disconnected physically, in earlier occasions, the Opposite Party is then required to install a new tested meter in the LI point attached to the complainant's premise and revise the previous provisional bills charged as per provisions of law, regulations in force.*
- 2. The Opposite Party is directed to install a new tested meter into the complainant's premise within Ten days of issue of this order, if not done already & update the meter installation protocol into billing database without delay to avoid further generation of bills on Provisional basis.*
- 3. The Complainant is directed to deposit the revised bill amount and approach the licensee for reconnection of Power Supply if required. Otherwise, the complainant is required to deposit under Protest the amount equal to the sum obtained from him, or, the electricity charges due from him calculated on the basis of average charged of electricity supplied to him during the preceding six months, whichever is less, pending disposal of the dispute.*

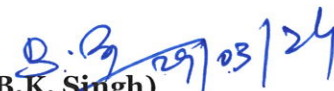
4. The Opposite Party is directed to serve the revised energy charges bill with revised due date within 30 days from the receipt of this Order or as the case may be, duly considering the applicable tariff during the period, taking in to account the adjustments, if any, and adjusting the payments made by the complainant.



The Opposite party is directed to submit the compliance report to this Forum within One month or, as the case may be, from the date of issue of this order.

Accordingly, the case is disposed of.


(MEMBER)
Member (Finance)
Grievance Redressal Forum
TPWODL, Bargarh-768028
29/03/24


(B.K. Singh)
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028
29/03/24

Copy to: -

1. Krushna Chandra Sahu, At-Dova, Jharbandh, Dist-Bargarh. Mob-9178967252.
2. Sub-Divisional Officer (Elect.), Paikmal, 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".