

**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)/ 72(4)

Date: 25.04.2024

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

1	Case No.	BGH/48/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Pranaya Kumar Mantri Block Agriculture Office At-Jharbandh Dist-Bargarh	5154-1207-1459	9178102498	
3	Respondent/s	SDO(Electrical), Paikmal , TPWODL		Division B.W.E.D, TPWODL, Bargarh	
4	Date of Application	28.03.24			
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, Regulation 157 √			
		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	28.03.2024			
9	Date of Order	25.04.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

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Place of Camp: Office of Sub Divisional Officer(Elect),Paikmal, TPWODL.



Appeared

For the Complainant- Pranaya Kumar Mantri
Represented by Chinmaya Prasad Rana

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

GRF Case No- BGH/48/2024

Pranaya Kumar Mantri
C/o-Block Agricultura Officer,Jharbandh
Dist- Bargarh.
Consumer No.- 5154-1207-1459

COMPLAINANT

VRS

(1) SDO(Elect.) Paikmal, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed in the name of Sri Pranaya Kumar Mantri, represented by Sri Chinmaya Prasad Rana, objected about provisional bills charged against the Block Agriculture Officer, ATMA Building, Jharbandh, due to defectiveness of the old meter installed initially. Hence, the complainant prayed before the Forum to issue order to the Opposite Party to revise the previous provisional/average bills as per actual consumption recorded in the new meter installed in the premises.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted the ledger abstract from Feb 2022 to Feb 2024, Physical verification report dt. 28.03.2024 and the written statement to this case. In reply to this case, the Opposite Party submitted that the initial date of power supply to the complainant was on 23.12.2021. The energy bills were raised on actual basis till Jan 2022. Thereafter, from Feb 2022 to July 2023 energy bills were raised on provisional basis. The defective old meter bearing SL No. "WHL03864666" was replaced by a new meter bearing SI No. "TWSP51133477" on dt. 26.02.2024. Thereafter, the energy bills were raised on actual basis. The Opposite Party urged before the Forum to issue necessary order to revise the provisional bills raised during the period from Feb 2022 to July 2023 to settle the billing dispute accordingly.

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-5154-1207-1459 having CD-02 KW, under LT-Specified Public Purpose Category, under ESO Jharbandh. The initial date of power supply to the complainant was on dt. 23.12.2021. The ledger abstract revealed that a first energy bill was raised in Feb 2022 (the initial supply release date being on 23.12.2021) with "1368" units on provisional basis. Thereafter, provisional bills continued to be charged till July 2023, although a meter SI No. "WHL03864666" was installed in the premises from initial power supply released date. However, the provisional bills so charged during the above mentioned period were not adjusted in subsequent billing months. It was also observed that no monthly energy bills were charged during the period from Aug 2023 to Sept 2023. The reason for such non billing was not clarified



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by the Opposite Party. The FG database (Licensee's Soft record) revealed that the power supply was disconnected officially on 14.11.2023 & reconnected later on 26.02.2024. A new meter bearing Sl No. "TWSP51133477" was installed in the premises of the complainant on 26.02.2024, replacing the old meter Sl No. "WHL03864666". The Physical verification report dt. 28.03.2024 revealed that the existing meter Sl No. "TWSP51133477" has been found "OK" with advanced meter reading recorded as KWH "000025". As per the complaint made by the complainant requesting revision of previous provisional bills and also the Opposite Party urging the Forum to issue necessary orders for revision of earlier provisional bills raised, the Forum is of the considered opinion that the energy bills charged to the complainant from the month of first energy billing i.e from Feb 2022 till July 2023 are to be revised on the basis of actual monthly average consumption recorded in the existing running meter Sl No. "TWSP5113477", as per Regulation 157 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 revise the energy bills raised from the date of initial power supply i.e from 23.12.2021 till July 2023 on the basis of succeeding six months actual monthly average consumption recorded in the existing meter bearing Sl No. "TWSP5113477" from the date of installation of the same, as per Regulation 157 of OERC Distribution (Conditions of Supply) Code 2019, 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 five months from the date of issue 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 five month from the date of issue of this order.

Accordingly, the case is disposed of.


(S. Tripathy)
MEMBER (Finance)


(B.K. Singh)
PRESIDENT

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- Copies of this order are being sent to:
1. S. Pradyuman Kumar, Manager, C/O Block Agriculture Officer, Jharbanda, Dist-Bargarh.
 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".