

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)/ 66⁽⁴⁾

Date: 18.04.2024

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

1	Case No.	BGH/49/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Keshab Sahu At-Turla, PO-Shakti, Via-Jharbandh Dist-Bargarh-768042		5154-1201-1463	8455923279
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 √			
		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	18.04.2024			
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



Appeared

For the Complainant- Keshab Sahu
Represented by Madhusudan Sahu

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

GRF Case No- BGH/49/2024

Keshab Sahu
At-Turla, PO-Shakti, Via-Jharbandh
Dist- Bargarh-768042.
Consumer No.- 5154-1201-1463

COMPLAINANT

VRS

(1) SDO(Elect.) Paikmal, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed in the name of Keshab Sahu, at-Turla, Jharbandh, represented by Sri Madhusudan Sahu, objected about abnormal energy bills raised from Feb 2015 to May 2015. Hence, the complainant prayed before the Forum to direct the Opposite Party to settle the billing dispute for an efficacious remedy.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted the ledger abstract of the complainant from Dec 2012 to Feb 2024, Physical Verification Report dt. 28.03.2024 and written submission in this case. In reply to the case, the Opposite Party submitted that, the initial date of power supply to the complainant was on 24.10.2006. energy bills were raised on actual basis till Nov 2014. Thereafter, energy bills were raised on provisional basis from May 2015 to Jan 2016. The defective meter bearing Sl No. 68800 was replaced by a new meter bearing Sl No. TPWODL1120965 on dt. 29.11.2022. Thereafter, actual bills are being raised. The Opposite party urged before the Forum for revision of energy bill of the complainant from Feb 2015 to May 2015.

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-5154-1201-1463 having CD-01 KW, under LT-Domestic category, under ESO Jharbandh. The initial date of power supply to the complainant was on dt. 24.10.2006. On examining the ledger abstract, the Forum observed that, actual bill was raised in Nov 14 bi-monthly billing with current meter reading as CMR "001269" KWH, recorded in Meter Sl No. "68800". Thereafter, In the month of Jan-15, the energy bill was raised on provisional basis. In the month of Mar-15, actual bill was raised with CMR "001309" KWH. Subsequently provisional bills raised from Apr-15 to Jan-16 @ 72 units on bimonthly basis. In the billing month of Feb-Mar 2016, the energy bill was raised on actual basis with "9390" units considering the current meter reading of KWH "000699" as recorded for the month, as once rounded. Thereafter, in the month of Apr-May-2016, the bill was charged on actual basis with "6353" units, taking the current meter reading of KWH "007052" recorded for the month. Meter readings were advanced thereafter & actual bills were charged upto Nov-2022 billing, wherein, current meter reading of KWH "14035" was recorded in the meter Sl No. "68800". A new meter bearing Sl No. "TPWODL1120965" was installed on 29.11.2022 and updated in billing on 30.12.2022, replacing the old meter Sl No. "68800". Energy bills have been raised on actual basis from Dec 2022 onwards as per new meter advanced consumption recorded.

The Forum observed that, there was accumulation of units recorded in the meter SI No. "68800" that was charged in a single month, i.e in April-May 2016 billing, resulted into charging abnormal bill for the month. Also, the erratic billing raised in Feb-Mar 2016 with "9390" units charged on actual basis due to meter reading taken as once rounded. Considering the current meter reading of KWH "000699" as recorded for the month, appeared to be irrational, (since current reading of KWH-"001309" was recorded in Mar -15 billing) within a time span of twelve months. However, on spreading over the entire units of KWH "007052" (recorded in May 2016), from the date of installation of the same meter, the monthly average consumption worked out to be @176 units per month.

Hence, in order to extend proper slab benefit to the complainant consumer, the meter reading of KWH-"007052" recorded in Apr-May 2016 billing (so recorded in meter No. "68800) are to be spreaded over on monthly average basis from the date of installation of the same meter . Hence, the Opposite Party is required to revise energy bills raised from Feb 2013 to May 2016 by recasting the accumulated units as mentioned above to redress the grievances accordingly.


ORDER

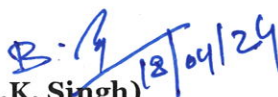
Considering the documents and statements submitted by both the parties and agreed upon at the time of hearing, the Forum hereby passes orders in consonance with regulations of the OERC Distribution (Conditions of Supply) Code 2019.

1. The Opposite Party is directed to revise the energy bills raised from Feb 2013 to May 2016 on the basis of actual monthly average consumption to be evaluated by recasting the accumulated units of KWH "007052" recorded in Meter No. "68800" in May 2016, from the date of installation of the same, 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

1. Sri Keshaba Sahu, At Purla, P.O-Shakti, Via-Jharbandh, Dist-Bargarh, Mob-845992289.
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".