

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)/

67th

Date: 19.04.2024

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

1	Case No.	BGH/50/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Mohan Prasad Naik At/Po-Jharbandh Dist-Bargarh		5154-1207-0225	9437540953
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	19.04.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: Office of Sub-Divisional Officer, Paikmal, TPWODL.



Appeared

For the Complainant- Mohan Prasad Naik

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

GRF Case No- BGH/50/2024

Mohan Prasad Naik
At/Po-Jharbandh,
Padampur
Dist- Bargarh.
Consumer No.- 5154-1207-0225

COMPLAINANT

VRS

(1) SDO(Elect.) Paikmal, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed by Mohan Prasad Naik, objected about Provisional & Average bills charged from Aug 2021 to May 2023. 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 May 2007 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 01.01.1990. The complainant was billed on actual basis till Nov 2020. Thereafter, energy bills were raised on Provisional basis from Nov 2020 to May 2023. The old defective meter bearing Sl No. WUV28442 was replaced by a new meter bearing Sl No. TPWODL1006944 on dt. 02.01.2023 and Actual bills were raised from May 2023 onwards. The Opposite party urged before the Forum to issue necessary order for revision of bill of the complainant from Aug 2021 to May 2023.

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-5154-1207-0225 having CD-0.50 KW, under LT-General Purpose category, under ESO Jharbandh. The initial date of power supply to the complainant was on dt. 01.01.1990. On examining the ledger abstract, the Forum observed that, Actual bill was raised in the month of Oct 2020 with meter Sl No. "WUV28442". Thereafter, provisional bills were raised from Nov 2020 to July 2021 @ 148 units/month. Subsequently, average bills were charged from Aug 2021 to May 2023. The FG Database (Licensee's Soft Record) revealed that a new meter bearing Sl No. "TPWODL1006944" was installed in the complainant's premises on 02.01.2023, but it was reflected in billing during May 2023. However, actual bills were raised thereafter from Jun 2023 onwards.

The Forum is of the considered opinion that, the Provisional & Average billing period from July 2021 to Jun 2023 are to be revised on the basis of actual monthly average consumption recorded in the existing running meter bearing Sl No. "TPWODL1006944" as per Regulation 157 of OERC Distribution

(Conditions of Supply) Code, 2019. The Provisional billing period from Nov 2020 to Jun 2021 may be revised by the Opposite Party following their internal bill revision processes under the ambit of rules & regulations in force.



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 July 2021 to Jun 2023 on the basis of succeeding Six months actual monthly average consumption recorded in the new meter installed (bearing Sl No. "TPWODL1006944") from the date/ month 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 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
Grievance Redressal Forum
TPWODL, Bargarh-768028


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

Copy to:

1. Sri Mohan Prasad Naik, At/PO-Jharbandh, Dist-Bargarh, Mob- 9437540953.
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".