

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)/ 65⁽¹⁴⁾

Date: 18.04.2024

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

1	Case No.	BGH/51/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Souki Bariha At-Jamutpali, Changria, Padampur Dist-Bargarh		5152-0202-0644	7855842427
3	Respondent/s	SDO(Electrical), Padampur , 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			

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

Appeared

For the Complainant- Souki Bariha
Represented by Rajib Amari



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

GRF Case No- BGH/51/2024

Souki Bariha
At-Jamutpali, Changria,
Padampur
Dist- Bargarh.
Consumer No.- 5152-0202-0644

COMPLAINANT

VRS

(1) SDO(Elect.) Padampur, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed in the name of Souki Bariha, at-Jamutpali, Changria, represented by Sri Rajib Amari, objected about abnormal energy bills raised from Sep 2021 to Dec 2022. 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 2010 to Feb 2024, Physical Verification Report dt. 03.04.2024 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 16.09.2010. The complainant was billed on provisional basis from Sept 2021 to Oct 2022. As per PVR submitted by ESO, Gaisilet, one new meter bearing Sl No. "TPWODL1016407" was installed in the complainant's premises on 08.06.2022. But it was entered in the billing database off late on 19.12.2022. The Opposite party urged before the Forum to issue necessary order for revision of bill of the complainant from Sep 2021 to Nov 2022, based on the consumption of the new meter Sl No. "TPWODL1016407" considering its date of installation as 08.06.2022.

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-5152-0202-0644 having CD-01 KW, under LT-Domestic category, under ESO Gaisilet. The initial date of power supply to the complainant was on dt. 16.09.2010. On examining the ledger abstract, the Forum observed that, bimonthly bills were raised on provisional basis from Nov 2010 to Feb 2011. Thereafter, actual bills were charged from Mar 2011 till Aug 2011. Again, from Sep 2011 to Apr 2012, the complainant was billed on provisional basis. From May 2012 actual energy bills were raised till Oct 2015. Provisional/ Average bills were again raised from Dec 2015 to Apr 2021. Thereafter, actual bills were raised on May-Jun 2021 & July-Aug 2021 bimonthly billing. From Sep 2021 to Oct 2022, the bimonthly energy bills of the complainant were raised on Provisional basis @1004 unit/ @1145 units/@5 units/@405 units/@473 units/@386 units/ @139 units respectively. It is found from the ledger abstract

that a new meter bearing Sl No. "TPWODL1016407" was installed in the complainant's premise and updated in billing during the billing month Nov-Dec 2022 declaring the old meter as defective. Thereafter, actual bills are being raised till the billing month of Feb 24. As per the written statement of the Opposite Party, the meter bearing Sl No. "TPWODL1016407" was installed in the complainant's premise on dt. 08.06.2022, but it was updated in billing on dt. 19.12.2022. In this context, the Opposite Party was asked to submit the last meter change protocol, but the same could not be furnished. Considering the averments made by the Complainant & the reports, statements submitted by the Opposite Party, the Forum construed that the energy bills raised from Sept 2021 to Dec 2022 are to be raised as per the actual monthly average consumption recorded in the existing running meter.

ORDER

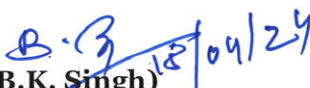
Considering the documents and statements submitted by both the parties and agreed upon at the time of hearing, the Forum hereby passes orders in consonance with regulations of the OERC Distribution (Conditions of Supply) Code 2019.

1. The Opposite Party is directed to revise the energy bills raised from Sept 2021 to Dec 2022 on the basis of actual monthly average consumption recorded in the existing meter Sl No. "TPWODL 1016407" to be derived considering initial meter reading as on the date of installation of above meter and final meter reading as KWH "000947" as on Dec 2022, 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 update the actual date of installation of existing meter bearing Sl No. "TPWODL1016407" into billing database without further delay. (as per certification made by the Opposite Party).
3. 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.
4. 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

1. Sri Souki Barina, At-Changria, P.S-Gaisilet, Dist-Bargarh, Mob-9855844787
2. Sub-Divisional Officer (Elect.), Padampur, 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:Bhoingar, 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".