

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)/ 69(A)

Date: 19.04.2024

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

1	Case No.	BGH/53/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Surendra Kathar At-Kuchipali, Ghenss Dist-Bargarh		5153-0319-0152	8018152851
3	Respondent/s	SDO(Electrical), Sohela , TPWODL		Division B.W.E.D, TPWODL, Bargarh	
4	Date of Application	09.04.24			
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	09.04.2024			
9	Date of Order	19.04.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

D. S.
PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028

Place of Camp: Office of Electrical Section Officer, Ghenss, TPWODL.



Appeared

For the Complainant- Surendra Kathar

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

GRF Case No- BGH/53/2024

Surendra Kathar
At-Kuchipali, Ghenss,
Dist- Bargarh.
Consumer No.- 5153-0319-0152

COMPLAINANT

VRS

(1) SDO(Elect.) Sohela, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed by Surendra Kathar, At-Kuchipali, Ghenss, objected about abnormal energy bills raised in the month of Jun 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 couldn't furnish the details relating to this case within reasonable time frame.

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-5153-0319-0152 having CD-02 KW, under LT-Domestic category, under ESO Ghenss. The initial date of power supply to the complainant was on dt. 05.04.2008. The ledger abstract revealed that a new meter Sl No. "LW674698" was installed & updated in billing during Feb 2021. But the same meter was installed on 30.08.2020 and updated in billing off late on 31.10.2021 as per FG database revealed. Actual bills have been raised thereafter from Feb 2021 onwards, except in some months where Provisional bills were charged, which were auto adjusted in subsequent bills. As per complaint made regarding abnormal bills raised in Jun 2023, it was observed that, in the month of May 2023, energy bill was charged on actual basis with "94" units, considering the current meter reading of KWH "001506" recorded in Meter Sl No. "LW674698". Subsequently, in the month of Jun 2023, the energy bill was charged on actual basis with abnormal bill units i.e "3645" units, considering the current meter reading of KWH "005151", advanced from the initial meter reading of KWH "001506", thereby charging Rs. 23074.96/- for the month. From then on, meter readings were advanced and actual bills were raised thereafter till last billing with current reading of KWH "006243" as recorded in Mar 2024. The Forum construed that, to even out the total accumulated units as raised in a single month of Jun 2023 billing, the Opposite Party is required to recast the total of "3645" units on monthly average basis from the date of installation of the same meter to render fair & reasonable remedy & to redress the grievances effectively.

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 2021 to Jun 2023 on the basis of monthly average consumption recorded in the existing meter No. "LW674698", to be derived by recasting the total accumulated units, i.e "005151" KWH (as recorded in Jun 2023 billing) from the date of installation of the same meter, 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

1. Mr. Surendra Kumar, Kuchipali, Ghenss, Dist-Bargarh, Mob-8018152851.
2. Sub-Divisional Officer (Elect.), Sohela, 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".