

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/BED/ (Final Order)/ 07(4)

Date: 18.01.2024

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

1	Case No.	BGH/09/2023			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Chairman, Dadhibaman Panipanchayat IV. At/PO-Sialkhandta, Block-Bheden, Dist-Bargarh	5120-0106-5125	9937575709	
3	Respondent/s	SDO(Electrical), Bheden , TPWODL		Division B.E.D, TPWODL, Bargarh	
4	Date of Application	18.12.23 (Received on 01.01.24 from Opposite party)			
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	18.12.23			
9	Date of Order	18.01.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

B.K.S.

PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028



Place of Camp: Sub-Division Office, TPWODL, Bheden.

Appeared

For the Complainant- Dadhibaman Pani Panchayat, Sialkhandta IV
Represented by Radhamohan Panigrahi

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

GRF Case No- BGH/10/2023

(1) Chairman, Dadhibaman Panipanchayat, Sialkhandata IV
At/PO-Sialkhandta
Block-Bheden,
Dist- Bargarh.
Consumer No.- 5120-0106-5125

COMPLAINANT

VRS

(1) SDO(Elect.) Bheden, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed in the name of CHAIRMAN P.P DADHIBAMAN P.P IV, SIALKHANDATA, represented by Radhamohan Panigrahi, objected about the abnormal energy bills charged from November-2020 to March-2022. The Complainant prayed before the Forum to direct the Opposite Party to resolve the billing dispute accordingly.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted the ledger copies from July-2009 to November-2023, Physical Verification Report (PVR) dtd. 30.11.2023 and a written statement on this case for kind perusal of the Forum. In reply to this case, the Opposite Party submitted that the average basis raised from June-2011 to January-2023 may be revised as per the average of present meter consumption bearing serial No."10017334", that has been in running condition with advanced meter reading recorded as kwh-"00014922" & kvah"0015213". Hence, the Opposite party urged before the Forum to issue necessary orders to revise the previous average bills as objected by the complainant, considering the consumption recorded in the existing running meter.

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-512001065125 having CD-10HP, under LT-Irrigation pumping & Agriculture category, under ESO Thuapali. On examining the case in detail and as per the complaint raised by the complainant, the Forum observed from the ledger abstract that average bills were raised from the period July-2009 to January-2023 @1047/1152/2883/3203/925 units per month as there were no advanced meter readings recorded in the existed meter bearing serial No"GWSC0090". The FG billing database (Licensees soft. records) revealed that a new smart meter having SL.NO."10017334" was installed on 01.03.2023, updated in billing during Feb-2023, replacing old meter No" GWSC0090" that was not available at site. February-2023 bill was raised on actual



basis with "2036" units taking into account the current reading of kvah"001142". Actual bills were charged thereafter till August-2023. The Forum observed that consumers category was changed from HT-AGRI - IRRIGATION PUMPING AND AGRICULTURE to LT-AGRI -IRRIGATION PUMPING AND AGRICULTURE on 12.05.2023. It was revealed that monthly energy bill has been stopped from August-2023 onwards, the date of disconnection being, 04.09.2023 & reconnected on 05.01.2024.

The physical verification report dtd.30.11.2023 indicated that the existing meter having meter serial No-"10017334" has been in running condition with advanced meter reading recorded as kwh-"0014922" & KVAH"0015213". The Forum observed that the disputed energy bills are to be revised upto a maximum period of two years prior to the month in which disputed period of bill ends, as per Regulation 157 of OERC Distribution(Condition of Supply)Code, 2019, considering the actual monthly average consumption recorded in the existing meter bearing serial No-" 10017334".

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 to the consumer for the period from April-2021 to February-2023, based on the actual monthly average consumption recorded in the existing meter bearing meter sl. no." 10017334", considering initial meter reading of KVAH recorded as on the date of installation of the afore mentioned meter and final meter reading of KVAH"0015213" as on 30.11.2023(as per P.V.R. submitted). As HT billing was prevailing during the above mentioned period & consumer category change attributes from HT-Irrigation Pumping & Agriculture category to LT-Irrigation Pumping & Agriculture category, effected on 12.05.2023, KVAH consumption of the existing running meter is to be considered while revising the above period bills.*
- 2. The Opposite party is directed not to consider the bill revision for the above mentioned period already revised earlier/for the period of penalty that falls in above period/or, in both cases, if any, as may be applicable, as the same information has not been submitted by either of the parties.*
- 3. The Opposite party is directed not to consider the bill revision for the period already where the complainant has availed the OTS scheme and rebate thereon, if any, as applicable, as not submitted any information for the same by either of the parties.*
- 4. 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 and ensure payment thereof.*




5. 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 as per regulation- 144 of OERC Distribution (Conditions of Supply) Code,2019.

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) 18/11/2024
Member (Finance)
MEMBER
Grievance Redressal Forum
TPWODL, Bargarh-768028


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

Copy to: -

1. Chairman, Dadibaman Pani Panchayat, Sialkhandta IV, At/Po-Sialkhandta, Block-Bheden, Dist-Bargarh.
2. Sub-Divisional Officer (Elect.), Bheden, TPWODL, Bheden with the direction to serve one copy of the order to the Complainant/Consumer.
3. Executive Engineer (Elect.), BED, 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".