

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)/ 06(4)

Date: 18.01.2024

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

| | | | | | |
|----|--|---|---|--|---|
| 1 | Case No. | BGH/09/2024 | | | |
| 2 | Complainant/s | Name & Address | | Consumer No | Contact No. |
| | | M.D Alli Hussain At/Po-Sohela Dist-Bargarh | | 5153-0102-0211 | 7894010768 |
| 3 | Respondent/s | SDO(Electrical), Sohela, TPWODL | | | Division B.W.E.D, TPWODL, Bargarh |
| 4 | Date of Application | 19.12.23 (Received on 03.01.24 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 | 19.12.23 | | | |
| 9 | Date of Order | 18.01.2024 | | | |
| 10 | Order in favour of | Complainant | √ | Respondent | Others |
| 11 | Details of Compensation awarded, if any. | NIL | | | |

B-9 ✓



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

Appeared

For the Complainant- M.D Alli Hussain

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

GRF Case No- BGH/09/2024

(1) M.D Alli Hussain
At/Po-Sohela,
Dist- Bargarh.
Consumer No.- 5153-0102-0211

COMPLAINANT

VRS

(1) SDO(Elect.) Sohela, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed in the name of MD. Ali Hussain, Sohela, objected about the abnormal energy bills charged from August-2017 to October-2017. The complainant averred that abnormal bill of Rs.15360/- was charged in August-2017. Hence, 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-2017 to November-2023, Physical Verification Report (PVR) dt.02.01.2024 and a written statement on this case. In reply to this case, the Opposite Party submitted that, the existing meter bearing serial No-"1859946" has been in running condition with advanced meter reading recorded as kwh-"255381". The O.P. further submitted that August-2017 bill was raised abnormally with "2113" units, considering initial meter reading of kwh-"16345" and final reading of kwh"18458". Subsequently provisional bill was charged during Sept-2017 & October-2017. Thereafter, November-2017 bill was raised on actual basis, taking the final reading for the month as kwh"16930". Hence, the Opposite party urged before the Forum to issue necessary orders to revise the energy bills raised from August-2017 to November-2017 as per actual consumption recorded in the existing 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-5153-0102-0211 having CD-2KW, under LT-General Purpose category, under ESO-1, Sohela. On examining the case in detail, it was observed from the ledger abstract that, actual bill was raised to the complainant in July-2017 billing, considering the current advanced reading of kwh"16345" recorded in the meter bearing serial No."1859946". Then, August-2017 bill was charged on actual basis taking the initial reading of kwh"16345" & final reading of kwh"18458", thereby charging "2113" for the month, amounting Rs.15360.79/-. Subsequently Sept-2017 & October-2017 bill was raised on provisional



basis with “114” units & “216” units respectively. November-2017 bill was raised on actual basis with “380” units, considering the initial meter reading of kwh”16550” & final reading of kwh”16930”, thereby rectifying the initial correct meter reading of kwh”16550”. However, provisional bills raised in Spet-17 & Oct-2017 were not adjusted properly. The physical verification report dtd.02.01.2024 indicated that the existing meter having meter serial No-“1859946” has been in running condition with advanced meter reading recorded as kwh-“025538”.

Hence, the Forum construed that the energy bills charged from August-2017 to November-2017 are to be revised as per actual consumption recorded in the existing 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 reassess & revise the energy bills raised to the consumer for the period from August-2017 to November-2017, based on the actual monthly average consumption recorded in the existing meter bearing meter sl. no.” 1859946”, considering initial meter reading of KWH”16345” as on August-2017 and final meter reading of KWH”016930” as on November-2017 (as per ledger abstract submitted).*
- 2. The Opposite party is directed not to consider the bill revision for the above mentioned period already revised earlier correctly/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) 18/11/24
(President)
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

Copy to: -

1. MD. Alli Hussain, At/Po-Sohela, Dist-Bargarh.
2. Sub-Divisional Officer (Elect.), Sohela, TPWODL, Sohela 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”.