

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)/ 145⁽⁴⁾

Date: 07.12.2024

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

1	Case No.	BGH/124/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sita Tandi At- Sarla, Ward No-7, Atabira, Dist-Bargarh		5122-2503-0071	9668397412
3	Respondent/s	SDO (Elect), Atabira, TPWODL			Division B.E.D, TPWODL, Bargarh
4	Date of Application	07.11.2024			
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	07.11.2024			
9	Date of Order	07.12.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

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Place of Camp: Office of The Electrical Section Officer, Rengalicamp, TPWODL.



Appeared

For the Complainant- Sita Tandi
Represented by Narottam Tandi

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

GRF Case No- BGH/124/2024

(1) Sita Tandi
At-Sarla, Ward No-7.
Atabira, Dist- Bargarh.
Consumer No.- 5122-2503-0071

COMPLAINANT

VRS

(1) SDO (Elect.) ,Atabira, TPWODL

OPPOSITE PARTY

GIST OF THE CASE/ PETITION FILED

The Complaint petition filed in the name of Sita Tandi, Sarla, Atabira, represented by Narottam Tandi, objected about abnormal energy bill charged suddenly in the month of Mar 2019. The Complainant prayed before the Forum to direct the Opposite Party to resolve the billing dispute accordingly.

SUBMISSION OF OPPOSITE PARTY

The Opposite party couldn't submit any document in this case.

OBSERVATION/ FINDINGS OF THE FORUM

The case is perused with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing Consumer No-5122-2503-0071 having CD-02.50 KW, under LT-Domestic Category, under ESO, Rengalicamp. On examining the case in detail, the Forum observed that, the initial date of power supply to the complainant was effected on 09.10.2001 through meter Sl No. "46771". Thereafter, one new meter bearing Sl No. "1957131" was installed in the complainant's premises and updated in billing in the month of Nov 05. Subsequently another two meters bearing Sl No. "8055826" and "29512" were installed in the complainant premises and update in billing in the month of Aug 11 and Feb 15 respectively. The meter Sl No. "29512" is continuing till date. Energy bills were raised on actual basis from the month of installation of the meter Sl No. "29512" i.e from Feb 15 till Feb 19. In the month of Feb 19, energy bill was raised on actual basis with CMR "20098" for bill units of "099519" considering meter status as round complete, thereby generating energy bill of Rs. 5,89,590.63/- in a single month. Subsequently , provisional bills were raised from Amr 2019 to Apr 2019. Later on, May 2019 bill was charged on actual basis with "435" units, rectifying the initial reading to KWH "21742" and taking into account the current reading of KWH "22177" as recorded in meter Sl No. "29512" for the month.

Thereafter, meter readings were advanced upto the reading of KWH "44001" as recorded for billing in Aug 2022. And then, provisional bills have been continuing since Sept 2022. The Opposite Party could not submit the physical status of the existing meter and the case reply to the case. It is


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imminent from the records that, such abnormal bill as raised in Feb 2019 has not been rectified in subsequent billing months.

On scrutinizing the records, it was revealed that, the existing meter having Sl No. "29512" is a "six digit" meter and hence, there was no reason why such round complete was counted towards billing in Feb 2019. Hence, the Forum construed that, the energy bills so charged in Feb 2019 billing is not genuine and falsely generated. Therefore, the Opposite Party is required to revise the erroneous bill charged in Feb 2019 on the basis of actual monthly consumption recorded in meter Sl No. "29512" for that period.


ORDER

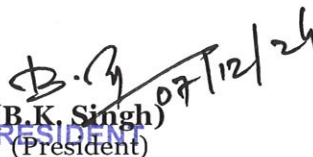
Considering the documents and statements submitted by both the parties and agreed upon at the time of hearing, the Forum hereby passes orders in consonance with regulations of the OERC Distribution (Conditions of Supply) Code 2019.

- 1. The Opposite Party is directed to revise the energy bills charged to the complainant from Feb 2019 to Apr 2019 on the basis of actual monthly average consumption recorded in meter Sl No. "29512", considering IMR "20579" KWH as on Feb 2019 and FMR "21742" KWH as on Apr 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 check the meter installation status and make arrangements to charge/serve actual bills to consumers henceforth, to avoid further generation of bills on provisional basis.*
- 3. The Opposite Party is directed to serve the revised energy charges bill with revised due date within 30 days from the date of issue 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 (Finance)
Grievance Redressal Forum
TPWODL, Bargarh-768028


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

Copy to:

1. Sita Pandi, At Sita, Ward No-7, Atabira, Dist-Bargarh, Mob-9668397412.
2. Sub-Divisional Officer (Elect.), Atabira, TPWODL, 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 at TPWODL Website, Tpwesternodisha.com-Customer Zone-Grievance Redressal Forum-BGH-(GRF Case No . BGH 124 of 2024)