

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)/

149^(*)

Date: 21.12.2024

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

1	Case No.	BGH/126/2024			
2	Complainant/s	Name & Address Amulya Kumar Sahu Paikmal, Narsinghpara Dist-Bargarh, Pin-768039		Consumer No 5154-1107-0428	Contact No. 9937749621
3	Respondent/s	SDO(Electrical), Paikmal, TPWODL			Division B.W.E.D, TPWODL, Bargarh
4	Date of Application	19.11.24			
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	19.11.2024			
9	Date of Order	21.12.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

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

Appeared

For the Complainant- Sri Amulya Kumar Sahu

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



GRF Case No- BGH/126/2024

Amulya Kumar Sahu
At-Paikmal, Narsinghpara
Dist- Bargarh-768039.
Consumer No.- 5154-1107-0428

VRS

(1) SDO(Elect.) Paikmal, TPWODL

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE/PETITION FILED

The Complaint petition filed by Sri Amulya Kumar Sahu, At-Paikmal, Narsinghpara, objected about abnormal energy bill raised in the month of Jan 23 for an amount of Rs. 1,33,000/-. 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 Apr 13 to Oct 24, Physical Verification Report dt. 26.11.24 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's premises was effected on 27.04.2013. The energy bills were raised on actual basis. From Mar 2016 to Dec 2022, the energy bills were raised on provisional basis. An arrear amount of Rs. 1,33,499.27/- was added in the energy bill in the month of Jan 2023. The date of installation of the meter Sl no. "1008345" was on 27.04.2013. The Opposite party urged before the Forum for revision of energy bill of the complainant from date of installation of the meter Sl no. "1008345" till Jan 23 by spreading over the total accumulated units recorded upto Jan 2023 billing.

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-5154-1107-0428 having CD-01 KW, under LT-Domestic category, under ESO Paikmal. The initial date of power supply to the complainant was effected on dt. 27.04.2013 with meter Sl no. "1008345". On examining the ledger abstract, the Forum observed that, the energy bills were raised on actual/provisional basis from time to time from Apr 2013 to Feb 2016. In the month of Feb 16, the energy bill was raised on actual basis with CMR "3217" KWH units. Thereafter, provisional bills were raised from Mar 2016 to Dec 2022. In the billing month of Jan 2023, the energy bill was raised on actual basis with "37397" units considering the current meter reading of KWH "40614" as recorded in meter Sl No. "1008345" for the month. Thereafter, a new meter bearing Sl No. "TPWODL1014320" was installed in the complainant's premises on dt. 12.03.2023, replacing the old burnt meter Sl No. "1008345" and

PRESIDENT

**Grievance Redressal Forum
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updated in the billing month of Feb 2023 . Monthly energy bills have been raised on actual basis from Feb 23 onwards as per new meter advanced consumption recorded.

The Forum observed that, there was accumulation of units recorded in the meter SL No. "1008345", that was charged in a single month, i.e in Jan 2023 billing, that resulted into charging abnormal bill for the month. The Physical Verification Report dt. 26.11.2024 & the written statement of the Opposite Party could not clarify the old meter (meter No 1008345) final reading recorded on the date of replacement with the new meter SL No. "TPWODL1014320".

The FG Database (Licensee's Soft Records) indicated that, the old meter Final meter reading at the time of replacement of the same was updated in billing as KWH "4067", but KWH "40614" was finally considered as current meter reading in Jan 2023 billing, charging the differential units of "37397" for the month, taking into account Initial Meter Reading as "3217" KWH & Final Meter Reading as "40614" KWH. To rule out the ambiguity regarding the actual final meter readings of the old meter, the Opposite Party was asked to submit the last meter change protocol along with old meter photo reading and the certification towards the old meter Final Meter Reading. The Opposite Party failed to submit any of the above documents, inspite of giving sufficient reasonable time to furnish. Hence, the Forum construed that, the Opposite Party has nothing to submit/substantiate in relation to the correct old meter Final Meter Reading in support of their views to establish the authenticity of old meter Final Meter Reading.

The Forum observed that, sudden abnormal charging of such erratic amount with high units of "37397" in a single month is irrational and is also not based on the records/proof of documents to counter the matter. Hence, the Forum is of the considered opinion that, the energy bill so charged upto and including two years prior to Jan 23 are to be revised, considering succeeding twelve months actual monthly average consumption (ruling out the seasonal consumption variances) recorded in the new meter (meter No. TPWODL1014320) that has been installed in the premises since 12.03.2023 and found to be in running condition.

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.

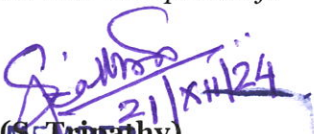
- 1. The Opposite Party is directed to revise the energy bills raised upto and including two years prior to Jan 23, as per Regulation-157 of OERC Distribution(Conditions of Supply) Code,2019, on the basis of actual monthly average consumption to be derived considering succeeding Twelve months average consumption from the date/month of installation of the existing new meter SL No. "TPWODL1014320", 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. K. Singh)
Member (Finance)
Grievance Redressal Forum
TPWODL, Bargarh-768028


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

1. Sri Amulya Kumar Sahu, At- Paikmal, Narsinghpara, Dist-Bargarh-768039, Mob-9937749621.
2. Sub-Divisional Officer (Elect.), Paikmal, 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 at TPWODL Website, Tpwesternodisha.com-Customer Zone-Grievance Redressal Forum-BGH-(GRF Case No . BGH 126 of 2024)