

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)/

Date: 23.12.2024

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

1	Case No.	BGH/129/2024			
2	Complainant/s	Name & Address Rabinarayan Satpathy At-Chiknipali, PO-Mahulpali, Barpali Dist-Bargarh		Consumer No 5150-0103-1840	Contact No. 8637250869
3	Respondent/s	E.E (Elect), BWED, Bargarh , TPWODL			Division B.W.E.D, TPWODL, Bargarh
4	Date of Application	21.11.24			
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	21.11.2024			
9	Date of Order	23.12.2024			
10	Order in favour of	Complainant		Respondent	Others √
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: Office of The Electrical Section Officer, Barpali-III, TPWODL.



Appeared

For the Complainant- Sri Rabinarayan Satpathy
Represented by Sri Suresh Kumar Satpathy

For the Respondent - EE (Elect), BWED, Bargarh, TPWODL.
Represented by SDO (Elect), Barpali, TPWODL

GRF Case No- BGH/129/2024

(1) Sri Rabinarayan Satpathy
At-Chiknipali, PO-Mahulpali, Barpali
Dist- Bargarh,
Consumer No.- 5150-0103-1840

COMPLAINANT

VRS

(1) EE (Elect), BWED, Bargarh, TPWODL

OPPOSITE PARTY

GIST OF THE CASE / PETITION FILED

The Complaint petition filed in the name of Sri Rabinarayan Satpathy, represented by Sri Suresh Satpathy, objected about false charging of monthly energy bills, even though there has been no power supply available to his Lift Irrigation Point since long. In this context, the complainant has submitted the copy of application, submitted earlier to EE, BWED, Bargarh on dt. 20.12.2021 requesting waiver of energy bills charged till date. The complainant averred that, several requests were made by him in earlier occasions before the Opposite Party to stop such illegitimate & false billing being charged against SC No. 5150-0103-1840 from the date of supply till date, but to his utter dismay, his grievance remained unaddressed. The complainant asserted that, the power supply to the Lift Irrigation point was applied during the year 1990 in the name of the complainant for irrigation purposes. But, due to failure/defunct of such Lift Irrigation Point, no power supply was actually availed by him till date. As the grievance of the complainant has not been resolved by the licensee till date, finding no other alternatives, the complainant filed the petition & prayed before the Forum to direct the Opposite Party to resolve the billing dispute accordingly.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted the Physical verification Report dt. 28.11.2024, ledger abstract from Feb 01 to July 23 and the written submission to the case. In reply to the case, the Opposite Party submitted that, the initial date of power supply to the complainant was effected on 01.01.1990 under Irrigation Pumping and Agriculture (LT) Category for a load of 03HP without meter. In the month of Nov 21, a new meter bearing SI No. "TPU004203" was updated in the billing database. On dt. 08.09.2023, the said connection was disconnected in FG module with a remark as "Ghost Consumer". As per the Physical Verification Report submitted by ESO, Barpali-III, there has been no electrical equipment at the site of the complainant and also on local enquiry, it has been figured out that, the consumer has not been availing power supply since long. Hence the Opposite Party urged before the Forum to issue order as deemed fit.


PRESIDENT

**Grievance Redressal Forum
TPWODL, Bargarh-768028**

OBSERVATION / FINDINGS OF THE FORUM



The case is perused with all documents available on record and merit of the case. The complainant is an consumer of electricity under the operational area of TPWODL bearing Consumer No-5150-0103-1840, having CD-01 KW, under LT- Irrigation Pumping and Agriculture category, under ESO-Barpali-III. The date of initial power supply to the complainant was effected on 01.01.1990. From the available records the Forum observed the following points which are elucidated below,

1. That, the energy bill of the complainant were raised on average basis continuously from Feb 01 to Oct 21 @ 270/@144/@720/@1080 units/ month from time to time.
2. The ledger abstract revealed that, a new meter bearing SL No. "TPU004203" was installed & updated in billing during Nov 2021 & actual bill was charged with "1081" units for the month, albeit CMR of KWH "000001" was recorded. Then, next actual energy bill was raised in Feb 2022 with "7196" units, considering CMR of KWH "007197" for the month.
3. Subsequently, provisional bills were raised from Mar 2022 to Jun 2022 and then, actual bill of "6500" units was charged in July 2022, considering the CMR of KWH "13697" recorded in the aforementioned meter. The last actual bill with advanced consumption units of "757" was charged in Sept 2022, taking into account the CMR of KWH "15805". From then on, no bill units were charged from Oct 2022 to Dec 2022 and then, provisional/average bills continued to charge till July 2023.
4. The reports revealed that, the power supply was disconnected on 08.09.2023 with reason declared as "Ghost Consumer" having FMR of meter No. "TPU004203", updated as KWH "1580". No monthly energy bills were charged thereafter since Aug 2023 onwards.
5. The closing arrear outstanding as on July 2023 stood at Rs. 2,13,645.54/- and the consumer has made a single payment of Rs. 1,000/- on 25.12.2004 during the period from Feb 2001 to July 2023. (Opening arrear total during Feb 2001 stood at Rs. 3,926.7/-).
6. On enquiring about the physical installation of a new meter in the premises during Nov-2021, the complainant on oral submission to the case, refuted the matter and asserted that, the same meter was wrongly updated against his connection even though it was actually installed in the premises of nearby consumer.
7. The Opposite Party was asked to submit the last meter change protocol, the latest Physical Verification report and the written statement to the case. In reply to the case, the Opposite Party could not clarify the meter installation (meter SL no. "TPU004203"), that was actually effected against which consumer premises. On the contrary, the Opposite Party submitted that, the meter SL no., "TPU004203" was updated into complainant's database during Nov 2021.
8. In the matter of existence of above meter at site, the latest Physical Verification Report suggested that, there has been no power supply since long and no electrical equipments along with the meter is available in the premises.
9. Apprehending the authenticity of claim regarding non usage of power supply by the complainant, the complainant was asked to submit relevant documents, but failed to submit any proof of documents/records establishing the claims made.

10. that, during the course of hearing, the Forum got to know that, another service connection No. "5150-0116-1655" under LT-Irrigation Pumping & Agriculture category has been existing in the name of the same complainant with initial supply released date on 17.10.2015 and having closing arrear outstanding of RS. 48,279.69/- as on Nov 2024 billing.

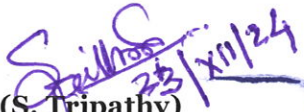
In the aforementioned facts and circumstances, the Opposite Party is required to further examine the correctness of meter installation physically effected, against which consumer. If the meter and the accumulated consumption recorded in the meter were found to be installed in another consumer premises, necessary arrangements are to be made by the Opposite Party to raise bill demands to the concerned consumer and give necessary adjustments in billing to the complainant as well. However, upon further verification, if it is confirmed that, the same meter in question was actually installed against the complainant's premises, then, it would be construed that, the energy bills so charged to the complainant on the basis of advanced consumption recorded in same meter was billed per se accordingly.


De facto, as the complainant has not produced any proof of documents, records establishing the claim that, there has been no power supply availed by him since the period of initial power supply & the Lift Irrigation Point was in defunct condition, which is sine Qua non to this case, the claim is summarily refuted and the Forum is at constraint to pass necessary orders.

However, it is inferred that, if the complainant would submit the necessary documents to substantiate his claim with regards to non-usage of power supply subject to satisfaction of the Opposite Party in consonance with regulatory provisions, the Opposite Party would then be required to make necessary adjustments in billing accordingly.

Hence, the instant petition is hereby dropped.

However, if the complainant is aggrieved with the action /inaction of the Opposite Party, the complainant is at liberty to approach the forum afresh with all necessary supporting documents.


(S. Tripathy)
Member (Finance)
Grievance Redressal Forum
TPWODL, Bargarh-768028


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

- Copy to:
1. Rabimarayan Satpathy, At-Chhikampali, Barpali, Dist=Bargarh, Mob-8637250869
 2. Sub-Divisional Officer (Elect.), Barpali, 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:Bhoynagar, 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 129 of 2024)