

**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)/ 05¹⁴

Date: 04.01.2025

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

1	Case No.	BGH/134/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Kishor Bhoi Bhoi Tikra, Barpali Dist-Bargarh, Pin-768029		5151-0206-0398/ 5151-0209-1962	6372765654
3	Respondent/s	SDO(Electrical), Barpali, TPWODL			Division B.W.E.D, TPWODL, Bargarh
4	Date of Application	20.12.24			
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	20.12.2024			
9	Date of Order	04.01.2025			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



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

Appeared

For the Complainant- Sri Kishor Bhoi

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

GRF Case No- BGH/134/2024

Sri Kishor Bhoi

At-Bhoi Tikra, Barpali

Dist- Bargarh.

Consumer No.- 5151-0206-0398/5151-0209-1962

VRS

(1) SDO(Elect.) Barpali, TPWODL

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE/PETITION FILED

The Complaint petition filed by Sri Kishor Bhoi, At-Bhoi Tikra, Barpali, objected about installation of new meter under Soubhagya Scheme in the existing line by replacing the old meter and one new consumer no. generated bearing SC No. 5151-0209-1962 and energy bills were raised. But the previous connection bearing Sc No. 5151-0206-0398 was not disconnected and energy bills are being raised on provisional basis against the previous connection from the date of supply of the Soubhagya connection. 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 2004 to Nov 2024, Physical Verification Report dt. 24.12.24, meter photo reading of meter Sl No. TWSP51180139 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 22.03.2004. As per the physical verification report dt. 24.12.24, the complainant consumer was availing power supply against SC No. 5151-0206-0398 upto 15.12.2020. On dt. 15.12.20, one service connection was changed under Soubhagya Scheme bearing SC No. 5151-0209-1962. Thereafter, the complainant was availing supply against SC No. 5151-0209-1962 and the previous connection bearing SC No. 5151-0206-0398 was not in use till Aug 2024. But provisional/average energy bills were raised against the SC No. 5151-0206-0398 in the aforesaid period. The Opposite party urged before the Forum to issue necessary order for revision of energy bills of the complainant raised on provisional/average basis against SC No. 5151-0206-0398 from 15.12.2020 to 31.08.2024.

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-5151-0206-0398 having CD-01 KW, under LT-Domestic category, under ESO Barpali-II. The initial date of power supply to the complainant was effected on dt. 22.03.2004. After observing the records and billing database, the Forum revealed the following facts:



1. The initial power supply was effected to the complainant through meter SL no. "56113". The energy bills were raised on actual/Provisional basis from time to time till Jan 2019. As found from the billing database, one new meter Sl No. 8188093 was installed in the complainant's premises.
2. From the month of Mar 19, the energy bills were raised on provisional/average basis till July 24.
3. As found from the FG database (Licensee's Soft record) on new meter bearing Sl No. "TWSP51180139" was installed in the complainant's premises on dt. 24.08.2024 declaring the old meter Sl no. "8188093" as defective.
4. Thereafter, energy bills are being raised on actual basis till last bill i.e Nov 24.
5. As averred by the complainant, a new consumer no. was generated vide SC No. 5151-0209-1962 under Soubhagya Scheme in the existing service line of old SC No. 5151-0206-0398 by installation of a new meter on dt. 15.12.2020.
6. It is found from the Physical verification report that, the complainant consumer was availing power supply against SC No. 5151-0206-0398 upto 15.12.2020. Thereafter, he was availing supply against SC No. 5151-0209-1962 till 31.08.2024.
7. As per the available data in the FG database, it is found that, the date of initial power supply of the SC No. 5151-0209-1962 was effected on dt. 15.12.2020 with meter Sl No. "2446413". Thereafter, one new meter bearing Sl No. "TPWODL1100327" was installed in the consumer's premises on dt. 14.10.2022 and updated in billing in the month of Nov 2022. The first energy bill against the same connection was raised in the month of May 21 on actual basis for "164" bill units. Thereafter, actual/provisional billing continued till the month of July 2024. In the month of Aug 24, the energy bill was raised on provisional basis with remark "Meter Mismatch". Thereafter, from Sep 24, the power supply status against SC No. 5151-0209-1962 is "Disconnected". The energy bills are being raised on the basis of Fixed Demand Charge+Meter Rent till last billing i.e Nov 2024. The present outstanding amount stood at Rs. 191/- against SC No. 5151-0209-1962.
8. The Opposite Party certified that the complainant had utilized the power supply against SC No. 5151-0206-0398 upto 15.12.2020 and against another connection bearing SC No. 5151-0209-1962 from 15.12.2020 to 31.08.2024. However, the energy bills against SC No. 5151-0206-0398 could not be stopped in time, even though the power supply was disconnected from 15.12.2020 and monthly energy bills continued to charge against SC No. 5151-0209-1962 as per consumption recorded in meter Sl No. "2446413" and subsequent meter Sl No. "TPWODL1100327".
9. From the above facts and the document/records submitted by the Opposite Party, the Forum construed that, a new service connection bearing SC No. 5151-0209-1962 was erroneously generated under Soubhagya Scheme in the same old service connection of SC No. 5151-0206-0398 by replacing the existing meter only. It was observed from Ledger abstract that, the SC No. "5151-0209-1962" has been disconnected since 24.12.2024 and the service connection No. "5151-0206-0398" is in live condition as being utilized by the complainant.

Hence, the Forum construed that, the consumption recorded in Meter Sl No."2446413" & meter Sl No. "TPWODL1100327" and billed against SC No. 5151-0209-1962 was consumed by old service connection of SC No. 5151-0206-0398 and the new SC No. 5151-0209-1962 is fictitious. Therefore, the unit billed against SC No. 5151-0209-1962 since the date of supply, i.e. 15.12.2020 to July 2024 is to be debited to the old SC No. 5151-0206-0398 and provisional/average energy bills raised against old SC No. 5151-0206-0398 during the afore said period should be waved out.


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 raise actual energy bill against Sc No. 5151-0206-0398 as per the consumption recorded Meter Sl No."2446413" & meter Sl No. "TPWODL1100327" already charged against SC No. 5151-0209-1962 from 15.12.2020 to 31.08.2024 duly considering the payment made by the consumer and waive out the provisional bills raised against Sc No. 5151-0206-0398 for the period from 15.12.2020 to 31.08.2024, 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 waive out the energy bills charged from 15.12.2020 to 31.08.2024 against the SC No. 5151-0209-1962, if not done already.
3. 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.
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.


MS. Bipathy
Member (Consumer)
Grievance Redressal Forum
TPWODL, Bargarh-768028


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

- Copy to:
1. Sri Kishor Chandra Bhoi, At-Kumbhari, Barpali, Dist-Bargarh, Mob-6372765654.
 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: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 134 of 2024)