

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)/ 08⁽⁴⁾

Date: 08.01.2025

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

1	Case No.	BGH/136/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sitaram Misua At-Kudpali, Bheden Dist- Bargarh.		5125-2101-1326	9348877905
3	Respondent/s	SDO(Elect), Bheden, TPWODL			Division B.E.D, TPWODL, Bargarh
4	Date of Application	23.12.24			
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	23.12.24			
9	Date of Order	08.01.2025			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: Office of Sub-Divisional Officer(Electrical), Bheden, TPWODL.

Appeared

For the Complainant- Sri Sitaram Misua



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

GRF Case No- BGH/136/2024

(1) Sri Sitaram Misua
At-Kudpali,PO-Bheden
Dist- Bargarh,
Consumer No.- 5125-2101-1326

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed by Sri Sitaram Misua, At-Kudpali,Bheden, disputed about installation of two nos of 1-ph Meters in the 3-ph supply of Lift Irrigation Point bearing SC No. 5120-0103-7042. One meter is installed against the Lift Irrigation Point bearing SC No. 5120-0103-7042 and another meter is installed against one domestic connection , bearing SC No. 5125-2101-1326. Whereas, the complainant averred that, there is no such domestic connection available physically. Hence, the complainant prayed before the Forum to direct the opposite party to redress the billing dispute accordingly.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted the Physical Verification Report dt. 26.11.2024, Ledger abstract of the complainant from July 2019 to Nov 2024 and written submission to the case. In reply to the case, the Opposite Party submitted that, the power supply through two phases are connected to meter Sl No. "TPWODL1126618" and is being used for Irrigation Purpose and another phase of the 3-ph connection of the Lift Irrigation point is connected through the 1-ph meter bearing Sl no. "WLTo66220" installed against SC No. 5120-0103-7042 , records the reading of one phase . The energy bill is being prepared against the same meter by taking Multiplying Factor=3. As per the physical verification report dt. 26.11.2024, the complainant consumer is availing power supply for Agricultural Purpose in 3-ph from 02 nos of 1-ph meters bearing Sl No. "WLTo66220" & "TPWODL1126618". As the consumption of the meter bearing Sl No. "WLTo66220" is being billed in Multiplying Factor=3, the bill of the domestic connection bearing SC No. 5125-2101-1326 is to be withdrawn. The Opposite Party urged before the Forum to issue order as deemed fit.

OBSERVATION

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-5125-2101-1326 having CD-01KW, under LT-Domestic category, under ESO, Bheden. On examining the case in detail, it is observed that, the initial date of power supply to the complainant was effected on 08.07.2019

with meter Sl No. "WLT06371". On examining the ledger abstract, the following facts were revealed by the Forum.



1. The energy bills of the complainant for the period from July 2019 to Jan 2023 were raised on Average/Provisional basis.
2. As per the FG Database (Licensee's Soft Record), a new meter bearing SL No. "TPWODL1126618" was installed in the complainant's premises by replacing the old meter Bearing Sl no. "WLT06371" on dt. 09.03.2023 and reflected in the billing database in the billing month of Feb 2023. Thereafter, energy bills are being raised on actual basis till last billing. In the month of Nov 2024, the energy bill was raised for "000000" units with a remark "Not in Use".
3. Further, it is found from the billing database that, another service connection is existing in the name of the complainant bearing SC No. 5120-0103-7042 under Irrigation Pumping and Agriculture Category. The initial date of power supply to the aforesaid consumer was effected on dt. 30.12.2018. The first energy bill of the consumer was generated in the month of Mar 2019 with meter SL No. "WLT06622". The energy bills were raised on provisional basis from Mar 2019 to Dec 2021. In the month of Jan 2022, actual energy bill was raised, duly adjusting the bill of the earlier provisional bills from May 2019 to Dec 2021. Thereafter, actual/Provisional bills are continuing till last billing. The meter bearing Sl No. "WLT06622" is existing in the consumer's premises till date and running properly. The energy bills are being raised with Multiplying Factor=3.
4. As per the report/document submitted by the Opposite Party, the meter SL no. "TPWODL1126618", which is installed against the complainant consumer bearing SC No. 5125-2101-1326 in the billing database, is actually installed in two phase of the 3-ph supply of the Lift Irrigation Point bearing SC No. 5120-0103-7042.
5. Hence, it is observed that, both the 1-ph meters bearing Sl No. "TPWODL1126618" & "WLT06622" are installed in the 3-ph supply of the Lift Irrigation point bearing SC No. 5120-0103-7042.
6. The billing meter of the Lift Irrigation point bearing SC No. 5120-0103-7042 is "WLT06622" with advanced meter reading recorded as "025415" as on Nov 2024 and billed with M.F=3 (i.e billed unit of 25416 X 3) , which covers the entire consumption of the 3-ph Lift Irrigation Point.
7. Further, the two phase connection as incoming to the single phase meter of "TPWODL1126618" is a wrong connection and the recorded reading in the same meter can't be taken as correct. However, the billing of the Lift Irrigation Point is being made on the reading of another single phase meter bearing Sl No. "WLT06622" with M.F=3, which covers the entire consumption of the Lift Irrigation Point. Hence, the presence of the meter Sl No. "TPWODL1126618" doesn't have any role for billing.
8. As per the Physical verification Report dt. 26.11.2024, the complainant consumer is availing power supply for Agricultural Purpose in 3-ph and 02 nos of 1-ph meters bearing Sl No.

“WLTo66220” & “TPWODL1126618” are installed in two phases of supply. The consumption of the meter bearing Sl No. “WLTo66220” is being billed in Multiplying Factor=3. Further, there is no such Domestic Connection bearing SC. No 5125-2101-1326 is available Physically.

9. It is observed from the ledger abstracts of both the consumers that, in no cases the consumption recorded in meter Sl no. “TPWODL1126618” installed against the Domestic consumer bearing SC No. 5125-2101-1326 is high than the consumption recorded in meter Sl No. “WLTo66220” installed against the Lift Irrigation Point bearing SC No. 5120-0103-7042.

Hence, the Forum construed that, the billing of the complainant consumer bearing SC. No 5125-2101-1326, which is being billed on the consumption recorded in meter Sl no. “TPWODL1126618”, to be withdrawn completely as the consumer doesn't exist and declared as “Ghost” consumer. Further, as the consumption recorded in 1-ph meter bearing Meter Sl No. “WLTo66220” of the Lift Irrigation Point is being billed with MF=3, it covers consumption of the all three phases and hence, there is no need of another 1-ph meter. So meter SL no. “TPWODL1126618” has no use. The Opposite Party is required to install a new 3-ph meter replacing the old 1-ph meter Sl. No. “WLTo66220” of the Lift Irrigation Point bearing SC No. 5120-0103-7042.

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 withdraw the energy bill raised to the Complainant consumer bearing SC No. 5125-2101-1326 from the date of its supply to the last billing i.e Nov 2024 and disconnect the power supply permanently in the billing database.*
- 2. The Opposite Party is directed to adjust all the payments made by the complainant against the domestic connection bearing SC No. 5125-2101-1326 (fictitious account), into the existing Lift irrigation Point account bearing SC No. 5120-0103-7042.*
- 3. The Opposite Party is directed to install a new tested 3-ph meter against the complainant's Lift Irrigation Point within ten days of issue of this order, replacing the old 1-ph meter Sl no. “WLTo66220” and update the meter installation protocol into the billing database accordingly.*
- 4. The Opposite Party is directed to serve the revised energy charges bill with revised due date within 30 days 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.*
- 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, 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
Member (Finance)
Grievance Redressal Forum
TPWODL, Bargarh-768028


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

Copy to: -

1. Sitaram Misua, Kudpali, Bheden, Dist-Bargarh, Mob-9348877905.
2. Sub-Divisional Officer (Elect.), Bheden, 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 136 of 2024)