

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)/ 1064

Date: 08.01.2025

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

1	Case No.	BGH/137/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Aswini Kumar Panda At- Dhipa Pada, Burla. Dist-Sambalpur		5125-2206-0227	9861039452
3	Respondent/s	SDO(Electrical), 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	23.12.2024			
9	Date of Order	08.01.2025			
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 Sub-Divisional Officer (Electrical) ,Bheden, TPWODL.



Appeared

For the Complainant- Aswini Kumar Panda

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

GRF Case No- BGH/137/2024

Sri Aswini Kumar Panda
At-Dhipa Pada, Burla
Dist- Sambalpur.
Consumer No.- 5125-2206-0227

VRS

(1) SDO(Elect.) Bheden, TPWODL

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE/PETITION FILED

The Complaint petition filed by Sri Aswini Kumar Panda, At-Dhipa Pada, Burla, objected about installation of new meter under Soubhagya Scheme in the existing line bearing SC No. 5125-2206-0227, by replacing the old meter and one new consumer no. generated bearing SC No. 5125-2206-0499 in the name of his Care taker Sri Gopinath Banchhor under Soubhagya Scheme on dt. 10.02.2017 and energy bills were raised thereafter. But, the previous connection bearing Sc No. 5151-2206-0227 was not disconnected and energy bills were being raised on provisional basis till Jan 2023 against the previous connection. Later the previous connection was declared as "Ghost" Consumer and the bill was stopped from Feb 2023 onwards. Hence, the complainant prayed before the Forum to direct the Opposite Party to settle the billing dispute and resume his previous supply in the name of Sri Aswini Kumar Panda bearing SC No. 5125-2206-0227.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted the ledger abstract of the complainant from Apr 2008 to Jan 2023 , Physical Verification Report dt. 27.12.2024 and written submission in this case. In reply to the case, the Opposite Party submitted that, the said premises having SC No. 5125-2206-0227 belongs to Sri Aswini Kumar Panda. As presently he is not residing in the same premises, taking advantage of his absence, his care taker Sri Gopinath Banchhor availed one connection under Soubhagya Scheme in his own name bearing Sc No. 5125-2206-0499 in the existing premises by replacing the previous connection, which is illegal. The Opposite Party clarified that, the premises and the power supply belongs to Sri Aswini Kumar Panda and hence, the other consumer bearing SC No. 5125-2206-0227 doesn't exist in the same premises. As per the physical verification report dt. 27.12.2024, the Compalinant consumer has been declared as "Ghost" consumer and there is no meter available at site. A new consumer bearing SC No. 5125-2206-0499 is found at the same premises.

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-5125-2206-0227 having CD-01 KW, under LT-Domestic category, under ESO Thuapali. The initial date of power supply to the complainant was effected on dt. 29.02.2008. 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. "303722". The energy bills were raised on Actual/Provisional/Average basis from Apr 2008 to Feb 2014 from time to time. Thereafter, energy bills were raised on Average basis from Mar 2014 to Jan 2023



and the bill was stopped from Feb 2023 declaring the complainant consumer as "Ghost Consumer".

2. As averred by the complainant, his care taker Sri Gopinath Banchhor has extended a service connection in his own name under Soubhagya Scheme bearing SC No. 5125-2206-0499 in the same premises of the complainant, where the earlier service connection was present bearing SC No. 5125-2206-0227 in the name of Aswini Kumar Panda.
3. As per the available data in the FG database, it is found that, the date of initial power supply of the SC No. 5125-2206-0499 in the name of Gopinath Banchhor was effected on dt. 10.02.2017 with meter Sl No. "374124". The first energy bill against the same connection was raised in the month of Feb 2020 on Provisional basis. The Provisional/average energy bills continued upto Apr 2021. One new meter bearing Sl No. "WLT07498" was installed in the consumer's premises and updated in billing in the month of May 2021. Thereafter, actual energy bills are being raised till last billing i.e Nov 2024. Further, one new meter bearing Sl no. "TWSP51170957" was installed in the consumer's premises on dt. 20.03.2024 replacing the old meter SL No. "WLT07498" and continuing till date. On questioning about any written consent given by the complainant if any, to avail power supply by the care taker in his name in the same premises, the complainant affirmed that no such consent was given in earlier occasions.
4. The Opposite Party certified that the complainant had utilized the power supply against SC No. 5125-2206-0227 till the date of the generation of service connection under Soubhagya Scheme, bearing SC No. . 5125-2206-0499 i.e 10.02.2017 and thereafter, against the service connection released under Soubhagya Scheme as mentioned before. However, the energy bills against SC No. 5125-2206-0227 could not be stopped in time, even though the power supply was disconnected from 10.02.2017 and the energy bills were raised on average basis till the month of Jan 2023. Thereafter, the bill was stopped by declaring the consumer as "Ghost Consumer".
5. From the above facts and the document/records submitted by the Opposite Party, the Forum construed that, a new service connection bearing SC No. 5125-2206-0499 was generated illegally by the care taker named, Sri Gopinath Banchhor, under Soubhagya Scheme (without any consent from the complainant's side) in the same premises of the complainant consumer by replacing the existing service connection bearing SC No. 5125-2206-0227.

Hence, the Forum construed that, as the care take Sri Gopinath Sahu is not the owner of the land, the previous existing service connection in the name of Sri Aswini Kumar Panda bearing SC No. 5125-2206-0227 is authentic. The consumption recorded in Meter Sl No."374124", meter Sl No. "WLT074981" & "TWSP51170957" and billed against SC No. 5125-2206-0499 was consumed by old service connection of SC No. 5125-2206-0227 and the new SC No. 5125-2206-0499 is fictious. Therefore, the old service connection bearing SC No. 5125-2206-0227 is to be resumed considering the connection as live consumer and the new service connection bearing SC No. 5125-2206-0499 is to be disconnected. Further, the unit billed against SC No. 5125-2206-0499 since the date of supply, i.e. 10.02.2017 till the date of disconnection (to be effected) is to be debited back to the old SC No. 5125-206-

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0227, duly considering the payment made by the consumer and provisional/average energy bills raised against old SC No. 5125-2206-0227 during the afore said period should be waved out.



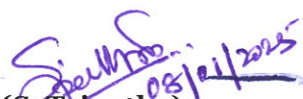
ORDER


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 resume the billing of original consumer against SC No. 5125-2206-0227, in the name of the complainant, considering this connection as live consumer.
2. The Opposite Party is directed to revise and reassess the energy bills against Sc No. 5125-2206-0227 as per the consumption recorded in Meter Sl No."374124", Meter Sl No. "WLT07498" & meter Sl No. "TWSP51170957" already charged against SC No. 5125-2206-0499 from 10.02.2017 to the date of disconnection of supply of SC No. 5125-2206-0499, that is to be effected immediately, duly considering the payment made by the consumer and waive out the provisional/average bills raised against Sc No. 5125-2206-0227 for the same period, duly adjusting the bill revision made earlier and/or, the benefit arising out of the OTS Scheme, if any.
3. The Opposite Party is directed to stop the billing of SC No. 5125-2206-0499 permanently and waive out the energy bills charged from 10.02.2017 to the last bill generated against the SC No. 5125-2206-0499, if not done already.
4. 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.
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 (Finance)
Grievance Redressal Forum
TPWODL Bargarh-768028


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

- Copy to:
1. Sri Aswini Kumar Panda, At- Dhupa Pada, Burla, Dist- Sambalpur, Bargarh-768028.
 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 137 of 2024)