

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)/

89⁽⁴⁾

Date: 21.05.2024

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

1	Case No.	BGH/59/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Bideshi Sahu At-Kurla Dist-Bargarh		5122-2502-0826	7328821520
3	Respondent/s	SDO(Electrical), Atabira, TPWODL			Division B.E.D, TPWODL, Bargarh
4	Date of Application	20.04.2024			
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	20.04.2024			
9	Date of Order	21.05.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

B9



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

Appeared

For the Complainant- Bideshi Sahu

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

GRF Case No- BGH/59/2024

(1) Bideshi Sahu
At-Kurla
Dist- Bargarh.
Consumer No.- 5122-2502-0826

COMPLAINANT

VRS

(1) SDO(Elect.) Atabira, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed by Sri Bideshi Sahu, Kurla, objected about wrong bills generated from May 2019, though the supply was not there. The Complainant 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. 11.05.2024. In the Physical verification Report dt. 11.05.2024, the Opposite Party mentioned that, wrong energy bills were being generated against the consumer without power supply to his premises. A new meter bearing Sl No. "TWO2084933" was installed in the complainant's premises on dt. 22.04.2024 and the power supply was extended. The CMR recorded in the meter Sl No. "TWO2084933" is "26" KWH unit as on 11.05.2024. The Opposite Party urged before the Forum to issue order as deemed fit to revise the wrong energy bills raised.

OBSERVATION

The case is perused with all documents available in record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing Consumer No-5122-2502-0826 having CD-0.5 KW, under LT-Domestic category, under ESO Rengalicamp. On examining the case in detail and as per the complaint raised by the complainant, the Forum observed from the ledger abstract that, energy bills were raised on average basis from May 2019 to Sep 21 with meter status "without meter". In the month of Oct 21, meter Sl No. "WM487453" was updated in the billing database and energy bills were generated on Provisional/ Actual/Average basis from Oct 21 to Mar 23 with no advanced meter reading recorded. No billing records were found after Mar 2023 till date.

As per the complainant's version, power supply was not extended to his premises till Apr 2024, but wrong energy bills were raised against him since May 2019.

In reply to this case the Opposite Party submitted that, energy bill was generated against the complainant under Soubhagya Scheme without power supply to his premises. A new meter bearing Sl No. "TWO2084933" was installed in the complainant's premises on dt. 22.04.2024 and the power supply was extended. The CMR recorded in the meter Sl No. "TWO2084933" is "26" KWH unit as on 11.05.2024.

Hence, as per the certification made by the Opposite Party, the Forum construed that ,the energy bills raised from May 19 to Mar 23 (as per billing records) need to be revised and withdrawn completely as were fictitiously generated before.

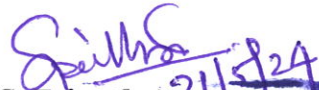
ORDER

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 bills raised to the complainant for the period from **May 2019 to Mar 2023**, as there was no use of electricity by the complainant, 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 and ensure payment thereof.
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 as per regulation- 144 of OERC Distribution (Conditions of Supply) Code,2019.

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

Grievance Redressal Forum
TPWODL, Bargarh-768028


(B.K. Singh)
PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028

- Copy to
1. Bidesi Sahu, At-Kurla, Dist-Bargarh, Mob-7328821520.
 2. Sub-Divisional Officer (Elect.); Atabira, 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 on OERC website, www.orierc.org under the "head "Cases->"GRF".