

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)/ 88⁽⁴⁾

Date: 29.05.2024

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

1	Case No.	BGH/63/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Nabin Kishore Panigrahi At-Balanda, PO- Shreegida, Bijepur Dist-Bargarh		5150-0103-1294	9178120355
3	Respondent/s	SDO(Electrical), Sohela, TPWODL		Division B.W.E.D, TPWODL, Bargarh	
4	Date of Application	24.04.24			
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	02.05.2024			
9	Date of Order	29.05.2024			
10	Order in favour of	Complainant	Respondent	Others	√
11	Details of Compensation awarded, if any.	NIL			

Hearing At: Office of the President, GRF, Bargarh, TPWODL.



Appeared

For the Complainant- Sri Nabin Kishor Panigrahi

For the Respondent - Sri Jayanta Panigrahi, Dy. Manager (F&C), BWED, Bargarh.

GRF Case No- BGH/63/2024

Nabin Kishor Panigrahi
At-Balanda,PO-Shreegida,
Dist- Bargarh.
Consumer No.- 5150-0103-1294

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed by Sri Nabin Kishor Panigrahi, At-Balanda,Bijepur, submitted that his Lift Irrigation connection was initially extended during the year 1990 under Jal Dhara Scheme having 1.5HP Motor connected. However, his connection was not operational till the year 2014, but was later connected through OLIC scheme during the year 2014, having 2 HP motor installed. The complainant objected about wrong energy bills charged against his connection on average basis from the date of initial power supply till the year 2014, during which period there were no usage of power availed by him. Hence, the complainant prayed before the Forum to settle the billing dispute by withdrawing the wrong bills charged during the non-usage period. In this context, the complainant submitted a copy of application made earlier to the EE (Elect), BWED,Bargarh requesting for settlement of earlier bills.

The case being admitted, notice was issued to both the parties to appear before the Forum for hearing on 02.05.2024, wherein the complainant was present before the Forum and the Opposite Party represented by Sri Jayanta Kumar Panigrahi, Dy. Manager (F&C) appeared before the Forum.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted the Physical Verification Report dt. 20.04.2024, ledger abstract from Feb 2001 to Mar 2024 and the written submission. The Opposite Party submitted that, the initial date of power supply of the complainant was on 01.01.1990. The complainant was vailing supply without meter under Irrigation Pumping and Agriculture Category. One new meter bearing Sl No. "TPU006013" was installed in the complainant's premises on dt. 30.11.2021. Subsequently the meter Sl No. "TPU006013" was defective and new meter SL No. "TWSC59002780" was installed against the defective meter on dt. 14.02.2024. As per the Physical verification report dt. 20.04.2024 and the meter photo submitted by Officer RCM & ESO Bijepur-II, the CMR is "7138" as on dt. 20.04.2024. The Opposite Party submitted that, bill for the period from Nov 2021 to July 2023 was already revised and an amount of Rs. 9,902.16/- was withdrawn and updated in the billing month of July 2023. The Opposite party further submitted that, as per the ledger abstract the energy bills were raised on average basis from Feb 2001 to Nov 2021 and Oct 2023 to Dec 2023. The energy bill for the no supply period from Jan 1990 to Mar 2014 is revised by the Opposite Party and an amount of Rs. 36,861.94/- is credited (withdrawn) to the complainant's account. The Opposite Party urged before the Forum to issue order as deemed fit.

PRESIDENT

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

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 hearing Consumer No-5150-0103-1294 having CD-2 HP KW, under LT-Irrigation Pumping & Agriculture category, under ESO Bijepur-II. The initial date of power supply to the complainant was on dt. 01.01.1990. On examining the details of the claim made by the complainant regarding non usage period of power supply, the Opposite Party was asked to submit a field verification report on no power supply period from the year 1990 to the year 2014 in order to ascertain the authenticity of the claim made. On verifying the billing records, it was observed that the complainant has been availing power supply since 01.01.1990 but having no meter installed initially at site under Irrigation Pumping and Agriculture Category and due to which continuous average bills were raised till Nov 2021. A new meter Sl no. "TPU006013" was installed & updated in billing during the month Dec 2021. Subsequently, the same meter was declared defective and another new meter Sl No. "TWSC59002780" was installed against the defective meter on dt. 14.02.2024. The PVR dt. 20.04.2024 revealed that the existing meter Sl No. "TWSC5900278" has been in running condition with advanced meter reading recorded as KWH "007138". On verifying the records from FG database and as per the reply statement submitted by the Opposite Party, it was observed that the Opposite party has acted upon the petition filed by the complainant and revised & withdrawn Rs. 36861.94/-, considering the power supply as remained in disconnected state from 01.01.1990 to 29.03.2013 and the aforementioned amount has been approved on 27.05.2024. and deducted from the consumer's ledger. It was also revealed from ledger abstract that provisional billing period from Nov 2021 to July 2023 were also revised and an amount of Rs. 9,902.16/- was withdrawn and updated in billing during Oct 2023 (due to delay meter updation). The closing outstanding arrear against the complainant's connection as on 29.05.2024 stood at Rs. 1,46,664.52/- as per billing records revealed.


Since the Opposite Party has already redressed the grievances as raised by the complainant, in revising & withdrawing the previous bills, the Forum is of the considered opinion that, the instant petition filed is resolved accordingly and the complainant is being charged monthly energy bills on actual meter reading basis from Jan 2024 onwards. However, the complainant is required to pay the balance outstanding arrear as derived by the Opposite Party to settle the case in an efficacious manner.

Hence, the instant petition is hereby dropped.


(S. Tripathy)
MEMBER (Finance)

Copy Grievance Redressal Forum
TPWODL, Bargarh-768028

1. Sr. Manager, Ki. Bargarh-768028-Balanda, PO-Shreegida, Bijepur Dist-Bargarh, Mob- 9178120355.
2. Sub-Divisional Officer (Elect.), Sohela, 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.


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

"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".