

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)/

90⁽⁴⁾

Date: 05.06.2024

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

1	Case No.	BGH/64/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Swagat Mishra At/PO-Sarsara Dist- Bargarh.		5123-1301-0543	9937100689
3	Respondent/s	SDO(Elect), Bargarh-II, TPWODL			Division B.E.D, TPWODL, Bargarh
4	Date of Application	25.04.24			
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	25.04.24			
9	Date of Order	05.06.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

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

Appeared

For the Complainant- Swagat Mishra

For the Respondent - SDO (Elect), Bargarh-II,TPWODL.



GRF Case No- BGH/64/2024

(1) Sri Swagat Mishra

COMPLAINANT

At/PO-Sarsara,

Dist- Bargarh,

Consumer No.- 5123-1301-0543

VRS

(1) SDO (Elect.), Bargarh-II, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed by Sri Swagat Mishra, At/PO-Sarsara, objected about wrong bills claimed without giving power supply to Soubhagya connection till 11.12.2023. The Supply and meter was issued to the premises on 12.12.2023 after written complaint given to ESO, Turunga. The complainant submitted that he had earlier applied for a new electric connection to his premises under Soubhagya Yojana. But no physical line & meter was supplied and installed respectively till 11.12.2023. Later, while enquiring about the connection applied earlier, the complainant got to know that monthly energy bills are being charged against his premises against SC No. 5123-1301-0543 to which, he was not aware of and no electricity bills were served to him but to his surprise, happened to learn that Rs. 9629/- was in arrear electricity dues pending till the date of his application i.e on dt. 12.04.2022 to ESO(Elect), Turunga. In this context, the complainant submitted a copy of application made to ESO (Elect), Turunga, requesting him to extend power supply with a new meter and revise the wrongly generated energy bills during the no power supply period. The complainant also submitted a copy of PVR drawn on dt. 24.04.2022 and another PVR dt. 12.12.2023.

The complainant averred that it was only on 12.12.2023, a new meter was installed and power supply was extended to his premises. Hence, the complainant prayed before the Forum to revise and withdraw the wrongly generated bills charged during no power supply period till 11.12.2023, so as to redress his long pending grievances accordingly.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted the physical verification Report Dt. 08.05.2024, Ledger abstract from May 2019 to Mar 2024 and written submission to this case. The Opposite Party submitted that, the complainant was being billed on Average/Provisional basis from May 2019 to 11.12.2023 with meter status without meter. New meter bearing Sl No. "TWNX512259" was installed in the complainant's premises on dt. 12.12.2023. In the physical Verification Report dt. 08.05.2024, the Opposite Party mentioned that, the power supply was extended to the complainant's premises after installation of the new meter bearing Sl No. "TWNX512259".

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-5123-1301-0543, having CD-0.5KW, under LT-Domestic category, under ESO, Turunga. On examining the casein detail, it was observed that the first energy bill was generated in May 2019, with initial date of power supply on 01.01.2019 as per FG database (Licensee's Soft records) revealed, against SC No. 5123-

PRESIDENT

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

1301-0543. It was observed that the complainant had earlier made an application to the ESO (Elect), Turunga, on dt. 12.04.2022, requesting for installation of new meter, extension of new power supply to his premises alongwith revision of previously wrong bills generated during no power supply period. The ledger abstract indicated that average bills were charged to the complainant from the month of first billing i.e from May 2019 to Sept 2021 @ 72 units/month. In the month of Oct 21, the energy bill was raised on provisional basis. Then, actual bills were raised from Nov 2021 to Feb 2022. Thereafter, provisional bills were charged from July 2023 without having any meter installed at site. It was on dt.12.12.2023, wherein a new meter bearing Sl No. "TWNX512259" was installed & updated in billing database and actual bills have been raised thereafter from Nov 2023 onwards.

The Opposite Party in reply to the case certified that, meter Sl no. "TWNX512259" was installed in the complainant's premises on 12.12.2023 and initial power supply was extended accordingly. Hence, as per the certification made by the Opposite Party, the Forum construed that, the energy bills raised from the first month billing i.e May 2019 till 11.12.2023 were fictitiously generated without having any power supply extended to the premises of the complainant. Therefore, the Opposite Party is required to revise & withdraw the energy bills raised during the above mentioned period to settle the billing dispute accordingly.

ORDER

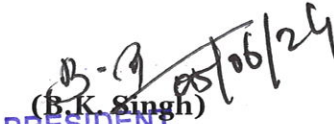
Considering the documents and statements submitted by both the parties and agreed upon at the time of hearing, the Forum hereby passes orders in consonance with regulations of the OERC Distribution (Conditions of Supply) Code 2019.

- 1) The Opposite Party is directed to revise and withdraw the energy bills raised from the first month billing i.e May 2019 till 11.12.2023, as there were no power supply extended to the complainant's premises and no usage of power supply availed, (as per due certification made by the Opposite Party) , duly adjusting the bill revision made earlier and/or, the benefit arising out of the OTS Scheme, if any.
- 2) The Opposite Party is advised to serve the revised energy charges bill with revised due date within 30 days from the receipt of this Order, upon revision of previous bills, if any, to which the consumer is liable to pay.
- 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, 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
Grievance Redressal Forum
TPWODL, Bargarh-768028


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

Copy to:-

1. Sri Swagal Mishra, At/PO, Samsal, East-Bargarh, Mob:9971100686
2. Sub-Divisional Officer (Elect.), Bargarh-II,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".