

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)/ 86⁽⁴⁾

Date: 29.05.2024

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

1	Case No.	BGH/66/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Bijaya Kumar Khamari World Car Care Centre, Barhagoda Dist-Bargarh		5123-2103-0921	9861111145
3	Respondent/s	SDO(Electrical), Bargarh-II, TPWODL		Division B.E.D, TPWODL, Bargarh	
4	Date of Application	25.04.2024			
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	25.04.2024			
9	Date of Order	29.05.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

B.K

PRESIDENT

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



Appeared

For the Complainant- Bijaya Kumar Khamari

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

GRF Case No- BGH/66/2024

(1) Bijaya Kumar Khamari
World Car Care Centre, Barhagoda
Dist- Bargarh.
Consumer No.- 5123-2103-0921

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed by Sri Bijaya Kumar Khamari, Barhagoda, objected about wrong bills generated from Apr 2021 to Apr 2023, though the supply was not there and later the complainant availed the power supply under Soubhagya Yojana from May 2023 to till date. 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. 08.05.2024 and the ledger abstract of the complainant from Apr 21 to Mar 24. The Opposite Party mentioned in the Physical Verification report dt. 08.05.2024 that, new meter Sl No. TPWODL1073276 was installed in the complainant premises on dt. 12.05.2023 and after meter change, the first bill was generated on dt. 18.05.2023 with bill unit of "4116" at a time. The Opposite party urged before the Forum to issue order to revise the wrong energy bills raised against the complainant.

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-5123-2103-0921 having CD-03 KW, under LT-Domestic category, under ESO Barhagoda. On examining the case in detail and as per the complaint raised by the complainant, the Forum observed from the ledger abstract that, the complainant's first bill was raised on provisional basis @ 721 units in the month of Apr 21 and @ 433 units in the month of May 21 through meter Sl No. "WESCO9238348". Thereafter, from Jun 21 to Sep 21, monthly energy bills were raised with "nill" units for the aforementioned period. The billing history revealed that, meter Sl No. "WESCO9238348" was installed in the premises of the complainant on 10.03.2021, but reflected in billing later on 31.10.2021. Subsequently, a new meter bearing Sl No. "TPWODL1073276" was installed on 12.05.2023 and reflected in billing on 17.05.2023. However, Apr 2023 bill was raised abnormally with "4116" units on actual basis, albeit CMR for the month was recorded as KWH "000041" units. From the month May 2023 onwards, actual bills are being raised @ 128 units/month, @122 units/month, @102 units/month, @76 units/month respectively from time to time.

As per the complainant's version, he approached the electrical contractor for Soubhagya connection. But energy bills were raised without the power supply connection. On complaining the ESO, Barhagoda, the power supply was connected in the month of May 2023.


PRESIDENT

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In reply to the case, the Opposite party submitted that the meter bearing Sl. No. "TPWODL1073276" was installed in the complainant's premises on 12.05.2023 & the complainant's first bill was actually generated on 18.05.2023 with "4116" bill units at a time. The Physical Verification report dt. 08.05.2024 revealed that the existing meter having meter Sl No. "TPWODL1073276" has been in running condition with advanced meter reading recorded as KWH "001185". The Opposite Party ascertained the fact that the complainant's first bill was actually generated on 18.05.2023 but failed to submit the exact date of release of power supply to the complainant's premises. Hence, as per the certification made by the Opposite Party, the Forum construed that the energy bills raised from Apr 2021 to Apr 2023 (as per billing records) need to be revised and withdrawn completely as were fictitiously generated before.

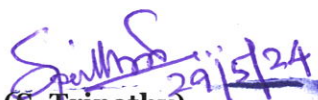
ORDER

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 **Apr 2021 to Apr 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 (Finance)

Grievance Redressal Forum
TPWODL, Bargarh-768028


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

- Copy
1. Bijaya Kumar Khamari, At-Barhagoda, Dist-Bargarh, Mob 9861111145.
 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".