

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)/ 95⁽⁴⁾

Date: 20.07.2024

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

1	Case No.	BGH/76/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Narahari Behera At-Tora, Canal Pada Dist-Bargarh		5123-2203-0083	9776402138
3	Respondent/s	SDO(Electrical), Bargarh-II , TPWODL			Division B.E.D, TPWODL, Bargarh
4	Date of Application	21.05.2024			
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	21.05.2024			
9	Date of Order	20.07.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



Place of Camp: Office of The Electrical Section Officer, Tora, TPWODL.

Appeared

For the Complainant- Narahari Behera

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

GRF Case No- BGH/76/2024

(1) Sri Narahari Behera

At-Tora, Canal Pada

Dist- Bargarh.

Consumer No.- 5123-2203-0083

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

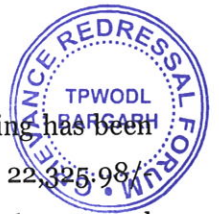
The Complaint petition filed by Sri Narahari Behera, At-Tora, Canal Pada, PO-Tora, Bargarh, objected about high abnormal and erratic bill raised particularly in the month of Dec 2011 billing and subsequent Provisional / Average energy bills raised thereafter. Hence, the Complainant prayed before the Forum to direct the Opposite Party to resolve the billing dispute accordingly.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party couldn't submit any document in this case.

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-5123-2203-0083 having CD-01 KW, under LT-General Purpose category, under ESO-Tora. It was observed from the FG Database (Licensee's soft record) that, a meter bearing SL No. "1866697" was installed & updated in billing during Sept 2004 billing and actual bill were raised to the complainant upto Aug 2011 billing with advanced meter reading recorded as KWH "6899" for the month. In the bi-monthly billing of Oct 2011, the energy bill was charged on provisional basis, which was then auto adjusted during Nov-Dec 2011 bi-monthly billing. Nov-Dec 2011 bimonthly bill was abnormally charged on actual basis with "51780" units, considering the initial reading of KWH "006899" and current meter reading of KWH "058679", as recorded in meter Sl No."1866697" for billing purpose. This erratic billing has resulted into charging of Rs. 2,19,075.23/- in a single month, so evaluated under General Purpose Tariff. It was revealed that the meter reading were advanced upto the reading of KWH "591546" as recorded for billing in Aug 2012, thereafter provisional bills were raised from Sept 2012 to Feb 2013 billing. It was noticed that a new meter Sl No. "OEB28353" was installed and updated in billing during Feb 2013 and actual bills were continued to charge thereafter from Mar 2013 to Apr 2016 billing. The ledger abstract indicated that, provisional and average bills were again charged to the complainant from May 2016 to Sept 2019 billing.



However, the provisional and average bills raised from May 2016 to Nov 2022 billing has been already revised and credit sundry adjustment (deducted from complainant's account) of Rs. 22,325.98/- and Rs. 7,202.68/- have already been given effect in consumer billing database on 07.06.2024 and 13.01.2023 respectively. It was noticed that the meter bearing Sl No. "LW205107" was available in the complainant's premises from 28.03.2019 and actual bills were charged as per advanced meter readings recorded in above mentioned meter. However, the erratic bill raised in Nov-Dec 2011 bi-monthly billing with advanced consumption of "51780" units, in a single month so derived from initial reading of KWH "6899" and current reading of KWH "58679", during the consumption span of four months is appeared to be unreasonable, exorbitant and unjust in comparison to the previous yearly consumption and post meter replacement consumption recorded. The Forum observed that, the complainant's connected load having 1KW with normal load factor units for a month under General Purpose tariff comes out to be 216 units/month. The yearly average consumption before the occurrence of abnormal recording in Dec 2011, found out to be "77" units/ month and the yearly average consumption pattern after the installation of new meter came out to be "26" units/ month. Hence, the advanced consumption so recorded in Dec 2011 billing i.e "51780" units (with monthly average consumption of "666" units so calculated from the date of installation of meter Sl No. "1866697", i.e Sept 2004) was found to be in high variance with the historical consumption pattern so evaluated above.

The Opposite Party couldn't furnish any reports, statements, reply to the case in support of their views, after giving sufficient reasonable time to submit. Hence, the Forum construed that the Opposite Party has nothing to say in this instant case, particularly being a General purpose consumer in this matter and remained silent on the aspect of such abnormal bill units raised in Dec 2011 billing.

Hence the Forum is of the considered opinion that, the abnormal and erratic reading as recorded in Dec 2011 billing is summarily found to be false due to defect in the meter bearing Sl No. "1866697". Thereafter, the energy bills charged to the complainant from Nov-Dec 2011 till the replacement of above meter are required to be revised accordingly by the Opposite Party to redress the grievance petition filed in an efficacious manner.

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.

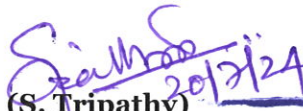
- 1. The Opposite Party is directed to reassess & revise the energy bills raised to the complainant from Sept 2011 to Dec 2012, on the basis of succeeding twelve months actual monthly average consumption recorded in meter Sl No. "OEB28353", from the date/ month of installation of the same, duly adjusting 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.

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 (Finance)
MEMBER
Grievance Redressal Forum
TPWODL, Bargarh-768028


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

Copy to: -

1. Sri Narahari Behera, At-Canal Pada, Tora, PO-Tora, Dist-Bargarh, Mob-9776402138.
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”.