

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)/ 109⁽⁶⁾

Date: 22.08.2024

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

1	Case No.	BGH/92/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Rabindra Naik Tulandi, Barpali Dist-Bargarh		5151-0208-0063	9937143780
3	Respondent/s	SDO(Elect), Barpali, TPWODL		Division B.W.E.D, TPWODL, Bargarh	
4	Date of Application	30.07.2024			
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, Regulation √			
		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	30.07.2024			
9	Date of Order	22.08.2024			
10	Order in favour of	Complainant		Respondent	Others √
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: Office of Sub Divisional Officer, Barpali, TPWODL.



Appeared

For the Complainant- Sri Rabindra Naik
Represented by Sri Gajanan Naik

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

GRF Case No- BGH/92/2024

(1) Sri Rabindra Naik
At-Tulandi, Barpali
Dist- Bargarh,
Consumer No.- 5151-0208-0063

COMPLAINANT

VRS

(1) SDO (Elect.), Barpali, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed in the name of Sri Rabindra Naik, At-Tulandi, Barpali, represented by Sri Gajanan Naik, objected that, the power supply to his premises was disconnected from May 2023 to May 2024 and the supply was reconnected in the month of Jun 2024. But after reconnection, abnormal energy bill for bill units of "7373" with CMR "18657" KWH units was raised in the month of Jun 2024. 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 submitted the physical verification report dt. 30.07.2024, the ledger abstract of the complainant and the written submission to the case. In reply to the case, the Opposite Party submitted that, the power supply to the complainant's premises was disconnected on 17.06.2023 and the billing was stopped. The last meter reading of the complainant was "11284" KWH units. But later on the complainant reconnected his power supply by himself. As informed by the meter reader, the Opposite Party approached the complainant and after payment of Rs. 10,000/- by the complainant, the power supply was reconnected in record on dt. 28.06.2024 and billing was resumed. After official reconnection, the bill was generated for the billing month of Jun 24 on dt. 16.07.24 for "7373" units with CMR "18657" KWH units. As stated by the Opposite Party, the bill units of "7373" was consumed by the complainant during the entire period of disconnection from May 2023 to May 2024. The Opposite Party urged before the Forum to issue order as deemed fit.

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-5151-0208-0063, having CD-01KW, under LT-Domestic category, under ESO, Barpali-II. The initial date of power supply to the complainant's premises was effected on 01.01.1990. The billing database revealed that new meter Sl no. "LW254997" was installed in the complainant's premises replacing the old meter bearing SL No. "133253" and reflected in the billing database in the billing month of Jan 2021. The


PRESIDENT

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



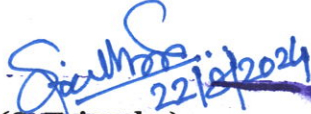
energy bills were raised on Provisional basis from Jan 21 to May 22. The bimonthly bill for the months of Jun -July 2022 was charged on actual basis for "187" bill units with CMR "5332" duly adjusting the previous provisional energy bills. Thereafter, actual energy bills were raised till the month of May 2023. The CMR was "11284" KWH units in the month of May 2023 as found from FG database (Licensee's soft records). The energy bill was stopped from Jun 2023 to May 2024. As submitted by the Opposite Party the power supply was disconnected from Jun 2023 to May 2024. The next actual bill was generated in the month of Jun 2024 for "7373" advanced units with CMR 18657 and PMR as "11284".


As it is very difficult for any body to stay without power supply, the Opponent's version, which mentioned that, the consumer reconnected the power supply by himself and used the power supply, seems to be very true. Further, the advanced unit of "7373" during the energy billing of Jun 2024, appears genuine, as it covers the consumption of entire disconnection period from Jun 2023 to May 2024.

The Forum is of the opinion that, the unauthorized use of electricity during the disconnection period is coming under an enforcement case. Hence, the Opposite Party is advised to take necessary steps as deemed fit.

The Forum is of the construed opinion that, the energy bill generated in the month of Jun 2024 in no way looks wrong.

Hence, the instant case is hereby dismissed.


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


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

Copy to: -

1. Rabindra Naik, Tulandi, Barpali, Dist-Bargarh, Mob-9937143780.
2. Sub-Divisional Officer (Elect.), Barpali, 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.

"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.orienc.org under the "head "Cases->"GRF".