

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)/ 119^(#)

Date: 23.09.2024

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

1	Case No.	BGH/93/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Dilip Kumar Sahu At/Po-Katapali. Dist-Bargarh		5123-2108-0212	8249136612
3	Respondent/s	SDO(Electrical), Bargarh-II , TPWODL		Division B.E.D, TPWODL, Bargarh	
4	Date of Application	09.08.2024			
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	09.08.2024			
9	Date of Order	23.09.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

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



Appeared

For the Complainant- Dilip Kumar Sahu

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

GRF Case No- BGH/93/2024

(1) Dilip Kumar Sahu

At/Po-Katapali

Dist- Bargarh.

Consumer No.- 5123-2108-0212

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed by Sri Dilip Kumar Sahu, At/Po-Katapali, Dist-Bargarh, objected about abnormal energy bill raised in the month of Nov 2020. The complainant also submitted that, an application for another new service connection has been made, but due to arrear pending against existing connections, the new supply has not been extended till date. Hence, the complainant prayed before the Forum to issue necessary directions to the Opposite Party to revise the abnormal bill raised in Nov 2020, so as to enable him to pay the balance arrear dues if any, and subsequent release of new service connection already applied for.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted the Physical Verification Report (PVR) dt. 03.09.2024, ledger abstract of the complainant from Mar 01 to Aug 24 and the written submission to the case. In reply to the case, the Opposite Party submitted that, the complainant was billed on actual basis from Mar 2001 to Apr 2012 with meter Sl No. "3977342". In the month of May 2012, the old meter bearing Sl No. "3977342" was replaced with new meter bearing Sl no. "8113833". The energy bill were raised on actual basis from May 2012 to Dec 2014. Thereafter, energy bills were raised on average basis up to Dec 2017. From Jan 2018 to Sep 2019, the energy bills were raised on actual basis with CMR "18025" KWH. Thereafter, bills were raised on provisional basis upto Oct 2020. In the month of Nov 2020, the energy bill was raised on actual basis for "11585" bill units with CMR "29610" KWH. New meter bearing Sl No. "TWNX302709" was installed in the complainant's premises on dt. 01.03.2024. The Opposite Party urged before the Forum to issue necessary 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-5123-2108-0212 having CD-2.5 KW, under LT-Domestic category, under ESO Barhaguda. The billing ledger history of the complainant revealed that, actual bills were raised upto Dec 2014 bi-monthly billing as per the consumption recorded in Meter Sl No. "8113833". Thereafter, average bills were charged from Jan 2015 to Dec 2017 @ 316 units/@360units on bi-monthly basis. Subsequently, Feb

PRESIDENT

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

2018 bill was raised on actual basis as per the consumption recorded (CMR as KWH "15593") in above mentioned meter. However, the above period average bills so raised during aforementioned period were not revised through internal bill revision mechanism set by the Licensee. It was observed that actual bills were raised subsequently from Jan /Feb 2018 to Sep 2019 , but again provisional bills were charged from Oct 2019 to Oct 2020 @ 56 units /month. The ledger abstract revealed that, Nov 2020 bill was charged on actual basis with "11585" units abnormally in a single month after a gap of twelve months provisional bills raised, considering IMR "18025" KWH and FMR "29610" KWH, as recorded in meter Sl No. "8113833". It was detected that, meter readings were advanced upto the reading of KWH "33436" as recorded for billing in July 2023. But, again provisional bills were charged from Aug 2023 to Jan 2024. The FG database (Licensee's Soft Records) revealed that, a new meter bearing Sl No. "TWNX302709" was installed and updated in billing on 01.03.2024, replacing the old defective meter bearing Sl No. "81138363". The Physical Verification Report dt. 03.09.2024 indicated that, the existing new meter has been in running condition with advanced meter reading recorded as KWH "001660".

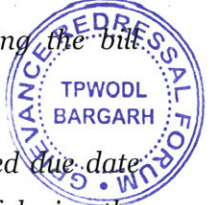
As per the complaint made regarding abnormal bill raised in Nov 2020 with "11585" units charged in a single month, the Opposite Party was asked to submit their views on the authenticity of meter readings so recorded in Non 2020 billing. However, the Opposite Party failed to submit their views on the above matter. On examining the consumption pattern recorded in the billing history, it was detected that, there were huge consumption variances observed during Oct 2019 to Oct 2020 @891 units/month, in comparison with the consumption recorded prior to Oct 2019 and even after Nov 2020 billing and the new meter average consumption of @ 238 units/month as recorded upto Aug 2024 billing. The monthly average consumption from Jun 2012 to Nov 2020, from Jun 2012 to July 2023 and from Jan 2015 to Feb 2018 as recorded in meter Sl No. "8113833", evaluated to be @290 units, @250 units & @ 410 units/ month respectively. Hence, it was construed that, the consumption so recorded in Nov 2020 (i.e 11585 units in thirteen months from Oct 2019 to Oct 2020) , appeared to be erratic and unreasonable, in comparison to the monthly average consumption evaluated. Hence, in the absence of such reports as asked from the Opposite Party, the Forum is inclined to pass orders after evaluating consumption variances recorded in consumer billing history and required to recast the meter reading recorded in Nov 2020 on monthly average basis from the date/month of installation of the same meter bearing Sl No. "8113833" to even out the consumption so recorded during the entire period and settle the billing dispute in an efficacious manner. In the matter of another new service connection applied for by the complainant, no further related documents were submitted by either of the parties. Hence, the complainant is required to approach the Opposite Party directly in resolving the issue raised.

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 recast/spread over the meter readings of KWH "29610" as recorded in meter Sl No. "8113833" during Nov 2020 billing on actual monthly average basis*

from the date/month of installation of the aforementioned meter, 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
Member (Finance)
Grievance Redressal Forum
TPWODL, Bargarh-768028

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

Copy to: -

1. Dilip Kumar Sahu, At/Po-Katapali, Dist-Bargarh, Mob-8249136612.
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”.