

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)/ 115⁽⁴⁾

Date: 03.09.2024

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

1	Case No.	BGH/95/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Ashok Kumar Agrawal, G.R Mill Complex, Shop No-3 Po/Dist-Bargarh	5121-2102-0095	9040392911	
3	Respondent/s	SDO(Electrical), Bargarh-I, TPWODL		Division B.E.D, TPWODL, Bargarh	
4	Date of Application	14.08.2024			
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	14.08.2024			
9	Date of Order	03.09.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

B.K

PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028

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



Appeared

For the Complainant- Ashok Kumar Agrawal

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

GRF Case No- BGH/95/2024

(1) Ashok Kumar Agrawal
G.R Mill Complex, Shop No-3
PO/Dist- Bargarh.
Consumer No.- 5121-2102-0095

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed by Sri Ashok Kumar Agrawal, At-G.R Mill Complex, Shop No-3, Bargarh, filed objection about billing generated during Jan 2024 for the entire period from the date of power supply till Jan 2024 on average basis, even though there was no power supply available in the premises. The complainant also submitted that on repeated complaint made before the Licensee, a new meter was installed and power supply was extended to his shop only during Jan 2024. Hence, the complainant prayed before the Forum to direct the Opposite Party to waive off the energy bills claimed falsely during the period from the date of power supply till Jan 2024 as no power supply was availed by him. The Complainant prayed before the Forum to direct the Opposite Party to resolve the billing dispute accordingly.

SUBMISSION OF OPPOSITE PARTY

The Opposite party was asked to submit the last Meter change protocol, Physical Verification Report, Ledger abstract, written submission and the report on the status of power supply. As per the complainant's version, there was no power supply since long time and also the power supply is disconnected now.

In reply to the case, the Opposite Party submitted the Physical Verification Report (PVR) dt. 28.08.2024, ledger abstract from Jan 24 to Jun 24, Meter change protocol and the written submission in this case. The Opposite Party submitted that, the complainant is a LT-General Purpose Consumer with a load of 01.5 KW. The initial date of power supply was effected on dt. 08.12.2021 through meter Sl No. "WHL008972". But no energy bills were generated from the date of power supply. In the billing month of Jan 2024 the first bill was generated on dt. 23.02.2024 on average basis for "8716" bill units as the existing meter was defective. One new meter bearing Sl No. "TWSP51141884" was installed in the complainant's premises on dt. 13.03.2024 with IMR "000000" KWH. As per the remark of ESO-I, Bargarh, the meter status is OK with CMR "000009" KWH unit. ESO-I, Bargarh further submitted that, the shop is frequently under lock condition and hence, the energy consumption is significantly low. Presently there is no power supply to the shop due to cable issue. 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-5121-2102-0095 having CD-01.5 KW, under LT-General Purpose category, under ESO-I, Bargarh. On examining the case in detail, the Forum asked the Opposite Party to submit the report on the present status of Power Supply and the no power supply period, if any, from the date of power supply i.e 08.12.2021 till date. The Opposite Party confirmed that presently there has been no power supply available in the premises due to cable issue arised and confirmed that a new meter bearing Sl no. "TWSP51141884" has been available in the premises since 13.03.2024 and advanced meter reading was recorded as KWH "000009" as on 28.08.2024.

As per the objection filed by the complainant regarding wrong billing generated against no power supply usage period from the date of power supply till Jan 2024, the Opposite party could not furnish the power supply status during the above-mentioned period and failed to submit the disconnection and reconnection details. Hence, in absence of such report the benefit of doubt is extended to the complainant in this case. Therefore, the Forum construed that, the first energy bill raised in Jan 2024 on average basis with "8716" units having current bill amount of Rs. 62,337.82/- is considered to be false and unreasonable. The Forum couldn't ascertain the reason for charging such average bills in a single month in Jan 2024 (First bill generated in Jan 2024), even though a meter bearing Sl No. "WHL008972" was available in the premises from the date of power supply i.e 08.12.2021. The Opposite Party could not submit the reason for the same and the final meter reading at the time of replacement of the same with new meter Sl no. "TWSP51141884". The ledger abstract revealed that, a new meter bearing Sl no. "TWSP51141884" was installed in the premises and updated in billing during Feb 2024 and actual bills continued to charge thereafter till Jun 2024.

From the above mentioned facts, circumstances and based on the reports available, the Forum is of the considered opinion that, the energy bills charged to the complainant from the date of power supply till Jan 2024 billing are to be waived off except the monthly fixed charges so levied during such period in order to redress the billing dispute accordingly, keeping in mind that the complainant has not availed the power supply during the above mentioned period.

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 waive off the energy bills charged to the complainant from the date of power supply i.e 08.12.2021 till Jan 2024 billing, except the monthly fixed charges so levied during such above period, 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. Ashok Kumar Agrawal, G.R Mill Complex, Shop No-3, Bargarh, Mob-9040392911.
2. Sub-Divisional Officer (Elect.), Bargarh-I, 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.oriarc.org under the "head "Cases->"GRF".