

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)/ 34(4)

Date: 17.02.2024

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

1	Case No.	BGH/03/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Pitambar Thakur, At-Handa Sankri Bhatli, Dist-Bargarh	5120-0103-6293	8917345629	
3	Respondent/s	SDO(Electrical), Bhatli , TPWODL		Division B.E.D, TPWODL, Bargarh	
4	Date of Application	06.01.2024(Received on dt. 06.02.24 from Opposite Party)			
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	06.01.2024			
9	Date of Order	17.02.2024			
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: Sub-Division Office, TPWODL, Bhatli.

Appeared

For the Complainant- Pitambar Thakur
Represented by Janmejaya Thakur

For the Respondent - EE (Elect.), BED, Bargarh, TPWODL.
Represented by Priyabrata Joshi, Junior Manager, (F), BED, Bargarh, TPWODL

GRF Case No- BGH/03/2024

(1) Pitambar Thakur
At-Handasankari
Bhatli,
Dist- Bargarh.
Consumer No.- 5120-0103-6293

COMPLAINANT

VRS

(1) EE (Elect.) BED, Bargarh, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed in the name of Sri Pitambar Thakur, At-Handasankari, Bhatli, represented by Sri Janmejaya Thakur objected about abnormal bill raised in the month of Mar 2023. 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 ledger copies from Nov 2010 to Dec-2023, Physical Verification Report (PVR) dt. 21.12.2023 and written submission in this case vide letter No. 85, dt. 05.02.2024. In reply to this case, the Opposite Party submitted that the complainant is availing power supply in Irrigation Pumping & Agriculture category with a connected load of 3.00KW. The date of initial power supply to the complainant was 26.04.2010. The energy bills from Aug 2014 to Dec 2014 were raised on Average basis with Meter Sl No. "WSC37889". In the month of Jan 2015, a new meter bearing Sl No. "WES44842" was installed in the complainant's premises and billing continued on actual basis till Dec 2015. Thereafter, from Jan 2016 to Feb 2023 the bill was raised on Average basis due to negative reading. A new smart meter bearing Sl No. "10016119" was installed in the complainant's premises and actual bill was raised in the month of Mar 2023 taking into account the FMR of old Meter i.e "254581" KVAH and "162002" KWH. The billing for total consumption of "257567" units resulted in billing of Rs. 3.68 Lakhs at a time in the month of Mar 2023.

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-5120-0103-6293 having CD-3 HP, under LT-Irrigation pumping & Agriculture category, under ESO-Bhatli. On examining the case in detail, the Forum observed from the records that the date of initial power supply to the complainant was 26.04.2010. The energy bill was raised on Average basis till Apr 2012 with Meter status "without Meter". One new meter bearing Sl No. "WSC37889" was installed in



the complainant's premises and reflected in the billing month May 2012. Thereafter actual energy bills were raised upto July 2014. From Aug 2014 to Dec 2014 the bills were raised on Average. In the month of Jan 2015 another new Meter bearing Sl No. "WES44842" was installed in the complainant's premises. Thereafter actual bill was raised till Dec 2015. Again, from Jan 2016 to Feb 2023 the energy bills were raised on Average basis. It is found from FG database that, One new Smart Meter bearing Sl No. "10016119" was installed in the complainant's premises on dt. 06.03.2023 and actual bill was raised in the month of Mar 2023 taking into account the FMR of old Meter bearing Sl No. "WES44842" as "254581" KVAH and "162002" KWH. This resulted in billing for total consumption of "257567" units in Mar 2023 with a bill amount of RS. 368545.60. The opposite party couldn't submit the Meter change protocol and photo of the final meter reading of old meter bearing Sl No. "WES44842". A sudden jump in reading recorded in Mar 2023 with KVAH "254581" and KWH "162002" is not acceptable, since the same meter was declared defective due to negative reading recorded in earlier occasions. The Opposite Party also remained silent on this aspect. Hence, the accuracy of the final meter reading recorded in Mar 2023 couldn't be ascertained. Furthermore, the Forum observed that average consumption evaluated considering the old meter Final reading by spreading over the units accumulated, as calculated from the date of installation of Meter Sl no. "WES44842", is found to be @2598 units/month, unlike the existing meter (Meter Sl No. 10016119) average consumption @ 769 units/ month so evaluated.

It is opined that energy bills raised from Apr 2021 to Mar 2023 are to be revised as per current Meter average consumption, in the absence of proof of records indicating FMR of old Meter as KVAH "2545812" & KWH "162002". The Opposite Party also certified that due to negative reading punched in billing, average bills were raised from Jan 2016 to Feb 2023.

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 and revise the energy bill of the complainant from Apr 2021 to Mar 2023, on the basis of succeeding six months actual monthly average consumption of Meter Sl No. "10016119" from the date of installation of the same (i.e on 06.03.2023).*
- 2. The Opposite party is directed not to consider the bill revision for the above mentioned period already revised earlier/for the period of penalty that falls in above period/or, in both cases, if any, as may be applicable, as the same information has not been submitted by either of the parties.*
- 3. The Opposite party is directed not to consider the bill revision for the period already where the complainant has availed the OTS scheme and rebate thereon, if any, as applicable, as not submitted any information for the same by either of the parties.*
- 4. 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.

5. 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) 17/2/2024
Member (Finance)
MEMBER
Grievance Redressal Forum
TPWODL, Bargarh-768028


(B.K. Singh) 17/02/24
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

Copy to: -

1. Pitambar Thakur, At-Handa Sankari, Bhatli, Dist-Bargarh, Mob-8917345629.
2. Sub-Divisional Officer (Elect.), Bhatli, TPWODL, Bhatli 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:Bhoingar, 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".