

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)/ 49 (4)

Date: 02.03.2024

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

1	Case No.	BGH/10/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		President, Maha Laxmi Panipanchayat At-Rengali, Pahad Sirgida Dist-Bargarh		5120-0106-0891	9348235817
3	Respondent/s	EE(Elect), BED, Bargarh , TPWODL		Division B.E.D, TPWODL, Bargarh	
4	Date of Application	29.01.2024			
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	29.01.01.2024			
9	Date of Order	02.03.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Hearing At: GRF, Office, TPWODL, Bargarh.

Appeared

For the Complainant- President Maha Laxmi Pani Panchayat
Represented by Debarchan Panda

For the Respondent - EE(Elect),BED,Bargarh, TPWODL.
Represented by Priya Brata Joshi, Junior Manager(Fin), BED,Bargarh



GRF Case No- BGH/10/2024

(1) President Maha Laxmi Pani Panchayat
At-Rengali, Pahad Sirgida
Dist- Bargarh.
Consumer No.- 5120-0106-0891

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed in the name of President Maha Laxmi Pani Panchayat, Rengali, Pahad Sirgida, represented by Debarchan Panda, objected about additional energy bill of an amount of Rs. 2,50,425.81 raised in the month of Apr 2022 inspite of full payment made in Mar 2022 to clear the outstanding dues. 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, MRT Report dt. 28.02.2022, a copy of correspondence through mail dt. 15.03.2022 addressed to EE,BED,Bargarh , copy of approved additional bill raised of Rs. 250425.81/- carried at Division Level and detail calculation of "163677" units derived in the Meter Sl No. "WDT02221".

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-5120-0106-0891 having CD-30 HP, under LT-Irrigation Pumping & Agriculture category, under ESO-II, Atabira. The initial date of power supply to the complainant was on 16.07.2015. On examining the case in detail and as per the complaint raised by the complainant, the Forum observed from the meter dump data submitted by MRT, that the B-phase PT missing was occurred on 04.02.2017 at KWH "81074" recorded in Meter No. WDT02221. On second event, the Y-Phase PT missing occurred on 08.01.2018 at KWH "110933". It was observed that all PT connections were restored on dt. 28.02.2022 at KWH "185307". It was observed that as assessment has been made by the opposite party from dt. 04.02.2017 to 28.02.2022, for nearly about 60 months charging an additional units of "163678" for an amount of RS. 2,50,425.81/-, charged in Mar 2022 derived from the meter Sl No. WDT02221. The ledger abstract revealed that a new meter bearing Sl No. "TWSL11001036" was installed in the premises on dt. 05.06.2023 and updated in billing database on dt. 16.06.2023.

In reference to Regulation 111(iii) of OERC Distribution (Conditions of Supply) Code 2019, each and every LT CT meter must be tested at least once in every three years . But, in this case, there is a gap of more than 5 years. The situation of such long defective period could have been avoided, if meter has been tested within time frame.

B. J.

PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

As per Regulation 156 of OERC Distribution (Conditions of Supply) Code 2019, the assessment can't be beyond 2 years. The Regulation 156 of OERC Distribution (Conditions of Supply) Code 2019 states that, If the readings of meter working in association with Current Transformer (CT) and Potential Transformer (PT) and other auxiliary equipment, if any, are found to be incorrect on account of wrong connection or disconnection of such CTs, PTs and other equipment or on account of omissions or commissions in regard to multiplying factor, erroneous adoption of CT ratio, PT ratio, the billing in such cases shall be done as laid down in Regulation 155 based on the Dump Report. The Regulation 155 of OERC Distribution (Conditions of Supply) Code 2019 restricts that in no case the previous bills can be revised for more than 2 years prior to the installation of new meter. In this instant case, the meter having Sl No. "WDT0221" was restored to normal position on 28.02.2022, after the occurrence of B-ph PT missing on 04.02.2017 and Y-ph PT missing on 08.01.2018 respectively. Hence, the Opposite party may reassess the energy bill for two years prior to the rectification of meter (i.e Additional units will be 2 X unit consumed from Mar 2020 to Feb 2022).

ORDER

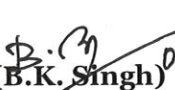
Considering the documents and statements submitted by both the parties and agreed upon at the time of hearing, the Forum hereby passes orders in consonance with regulations of the OERC Distribution (Conditions of Supply) Code 2019.

1. The Opposite Party is directed to reassess & revise the energy bills raised from Mar 2020 to Feb 2022 as per revaluated units recorded in Meter Sl No. "WDT0221", 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) 02/21/2024
Member (Finance)
MEMBER


(B.K. Singh) 02/13/24
(President)
PRESIDENT

Copy to: **Grievance Redressal Forum**

1. President, Grievance Redressal Forum, At-Rengali, Pahad Sirgida, Dist-Bargarh, M.D. 768028, 8235817.
2. Sub-Divisional Officer (Elect.), Atabira, 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: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.orierc.org under the "head "Cases->"GRF".