

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)/ 13(4)

Date: 29.01.2024

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

1	Case No.	BGH/12/2023			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Kanhei Meher, At-Bahalbahal, Sohela Dist- Bargarh.	5150-0103-7530	7381194217	
3	Respondent/s	SDO(Electrical), Sohela, TPWODL	Division B.W.E.D, TPWODL, Bargarh		
4	Date of Application	19.12.23 (Received on 10.01.24 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	19.12.23			
9	Date of Order	29.01.2024			
10	Order in favour of	Complainant	Respondent	Others	√
11	Details of Compensation awarded, if any.	NIL			


PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

Place of Camp: Sub-Division Office, TPWODL, Sohela.



Appeared

For the Complainant- Kanhei Meher
Represented by Lalit Meher

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

GRF Case No- BGH/12/2023

(1) Kanhei Meher
At-Bahalbahal,
Sohela
Dist- Bargarh.
Consumer No.- 5150-0103-7530

COMPLAINANT

VRS
(1) SDO(Elect.) Sohela, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed in the name of Kanhei Meher, At-Bahalbahal, Sohela, represented by Lalit Meher objected about the excess energy bills charged from July 22 to till date. The Complainant prayed before the Forum to direct the Opposite Party to resolve the billing dispute.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted the ledger copies from Jan-2018 to Nov-2023, Physical Verification Report (PVR) dt. 02.01.2024 and a written statement on this case for kind perusal of the Forum. In reply to this case, the Opposite Party submitted that, the complainant was charged on provisional basis from July 2018 to Jun 2022. In the month of July 2022 actual bill was served to the complainant for "11157" KWH bill units with meter reading of KWH "149535". The last actual meter reading in the month of Jun 2018 was 8999. The complainant was charged with abnormal unit in the month of July 2022. Therefore, bill was generated for an amount of Rs. 1,57,961/- Hence, the Opposite party stated before the Forum that the accuracy of the reading punched in the month of July 2022 can be decided after proper verification of the old meter bearing Sl No. "WES44084".

OBSERVATION

The case is pursued 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-5150-0103-7530 having CD-04KW, under HT-Irrigation Pumping And Agriculture category. The complainant disputed about abnormal bills raised from July 2022 to till date. After scrutinizing the case in detail the Forum observed that the complainant was billed in actual in the month of Jun 2018 with current advanced Meter reading recorded as KWH "8999" for the said month. Thereafter provisional bills were raised continuously from July 2018 to Jun 2022 @ 489 units/@ 1280 Units/ @ 1422 units/ @ 496 units per month. In the Month of July 2022 the bill was charged on Actual basis with "140536" KWH unit for the month, considering the CMR of "149535" KWH. Provisional House Lock adjustment was automatically affected in billing during July 2022 giving credit sundry of Rs. 57,468.18. Provisional bills were again charged from Aug 2022 to Dec 2022, as no meter reading were advanced thereafter. Subsequently, a new meter bearing Sl No. "10011734" was installed in the complainant's premises on dt.

01.02.2023. PVR dt. 02.01.2024 revealed that the existing meter having Sl No."10011734" is in working condition with CMR recorded as "9431" KWH.





The Forum from the above observation concluded that last actual meter reading recorded in the Meter Sl No. "WES44084" as on Jun 2018 was KWH "8999". The actual reading recorded in the same meter subsequently in July 2022 was KWH "149535" and KVAH "171157" respectively. And actual bill of 140536 units (KWH recording advanced) was charged with Rs. 157,961.81, after deducting the Provisional Bill adjustments effected of Rs. 57468.18. It was revealed that the afore mentioned meter was replaced on 01.02.2023 with a new smart meter bearing SL No. "10011734", recording the old meter advanced final meter reading as KWH "158152" and KVAH "187455". The bill for the Month of Jan 2023 has been raised on new meter consumption and old meter advanced consumption recorded and it is found to be correct in manner.

Hence, the Forum after going through the records, statements construed that there was no anomaly found in energy bill raised and previous provisional bills have been properly adjusted in July 2022 billing and Jan 2023 billing respectively. The actual monthly average consumption assessed by the Forum after installation of the new meter in Jan 2023 is in line with the Previous old meter consumption recorded earlier.

Therefore, the energy bills raised to the complainant from July 2022 upto last billing is found to be correct in nature & is in obedience to Regulations framed by the Hon'ble OERC.

Since the case is devoid of any merit, the instant case is hereby dropped.


(S. Tripathy) 29/01/2024
MEMBER
Member (Finance)
Grievance Redressal Forum
TPWODL, Bargarh-768028


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

Copy to: -

1. Sri Amit Agrawal, College Chowk,(RMC Road),Barpali, Dist-Bargarh-768029.Mob: 9861201691.
2. Sub-Divisional Officer (Elect.), Barpali,TPWODL, Barpali 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.orierc.org under the "head "Cases->"GRF".