

**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)/ 45⁽⁴⁾

Date: 22.02.2024

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

1	Case No.	BGH/18/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Chandra Sahu At-Patharla, PO-Govindpur PS/Dist-Bargarh	5123-1306-0120	9090875825	
3	Respondent/s	SDO(Electrical), Bargarh-II , TPWODL		Division B.E.D, TPWODL, Bargarh	
4	Date of Application	08.01.2024			
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	08.01.2024			
9	Date of Order	22.02.2024			
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: Office of Electrical Section Officer, Turunga, TPWODL.



Appeared

For the Complainant- Chandra Sahu
Represented by Bibhuti Sahu

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

GRF Case No- BGH/18/2024

(1) Chandra Sahu
At-Patharla, PO-Govindpur
Dist- Bargarh.
Consumer No.- 5123-1306-0120

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed in the name of Chandra Sahu, represented by Bibhuti Sahu, objected about energy bill raised during defective meter period from Dec 2014 to Dec 2015. 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, Physical Verification Report (PVR) dt. 06.02.2024. As per the remark of the PVR, Meter Sl No. TPWODL1046139 is present in the complainant's premises with meter reading "681" KWH units .

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-5123-1306-0120 having CD-2.5 KW, under LT-Domestic category, under ESO Turunga. On examining the case in detail and as per the complaint raised by the complainant, the Forum observed from the ledger abstract that, bill were raised on actual basis till Sept 2012 taking the CMR "14527" KWH recorded in the Meter Sl No. "WES53783" in the month of Sep 2012. The actual average consumption till Sep 2012 was around 150-200 units per bill in bimonthly billing. Thereafter, from Oct/Nov 2012 bills were charged on Provisional basis in bimonthly billing till Jan 2014 @204 unit per bill. In the month of Feb/Mar 2014 bi-monthly bill was raised on actual basis with "1773" Units , considering IMR "14527" KWH as on Sept 2012 and FMR "16300" KWH in Mar 2014 as recorded in the same meter. It is observed that in the 16 months from Nov 12 to Feb 14 the average consumption is around 110 units/ month which is matching the previous consumption till Sep 2012. Auto provisional adjustment of Rs. (-)5268.62 effected in the billing during March-2014.

Thereafter provisional bills were again charged from May 2014 to Jan 2015 @ 204 units per month. In the month of Feb 2015 bill was raised on actual basis with "50201" units charged considering IMR "16300" KWH and FMR "66501" KWH, recorded in the Meter No. "WES53783". It is observed that in the 11 months from Apr 2014 to Feb 2015 the average consumption is coming around "4564" units per month, which is quite abnormal in comparison to previous billing. Further current average consumption from Aug 2023 to Jan 2024 is around @39 units per month, which is also very low. Subsequently, In the month of Mar 2015, monthly energy bill was raised on actual basis with "442" units taking the advanced



meter reading of KWH"66943" recorded for the month. But again from Apr 2015 to Aug 2016 bills were raised on provisional basis from time to time @ 1462 units/@2924 units per month. It was observed that a new meter Sl No. "WUS00254" was installed in the complainant's premises and updated during Oct 2016. And thereafter, actual bill were raised till July 2022. A new meter bearing Sl No. "TPWODL1046139" was installed & updated in the billing during the Month Nov 2022 and actual bills continued to be charged thereafter. The consumption pattern after installation of the new meter during Oct 2016 is assessed to be around 120 units per month on twelve months average consumption basis. The consumption pattern so recorded in the existing meter available in the premises since Nov 2022 is found to be around 10 units per month.

The meter reading recorded in Sept 2012 with KWH "14527" and current Meter reading recorded in Mar 2014 with KWH"16300" with advanced consumption unit of "1773", recorded within a span of 18 months i.e @ 98.5 units/month, so evaluated is not in line with the subsequent consumption units of "50201" so recorded within a span of 11 months period @4564 units/ month, considering initial reading of KWH "16300" & final meter reading of KWH "66501" recorded in Feb 2015 billing. Furthermore, provisional bills were raised thereafter from Apr 2015 onwards & a new meter was installed subsequently during Sep /Oct 2016 billing declaring the old meter as defective. Hence, the reason of sudden jump in reading recorded in Feb 2015 couldn't be ascertained. The Opposite Party remained silent on this aspect and could not provide any documentary proof of records establishing the correctness of the reading (KWH "66501") recorded in Feb 2015 billing.

Hence in absence of records justifying the reading recorded in Feb 2015, the Forum feels the reading so entered in billing is fictitious. The Forum construed that the abnormal and provisional bills raised from Sep 2014 to Aug 2016 are to be revised on the basis of succeeding six months average consumption recorded in Meter Sl No. "WUS00254", since the date of installation of the same.

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 Sep- 2014 to Aug- 2016 on the basis of succeeding six months actual monthly average consumption recorded in the meter bearing Sl No."WUS00254", from the date of installation of the same, 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) 22/2/24
MEMBER
Grievance Redressal Forum
TPWODL, Bargarh-768028


(B.K. Singh) 22/2/24
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

Copy to: -

1. Chandra Sahu, At-Patharla, PO-Govindpur, Dist-Bargarh. Mob-9090875825.
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.orierc.org under the "head "Cases->"GRF".