

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)/ 24(4)

Date: 31.01.2024

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

1	Case No.	BGH/23/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Gobinda Padhan At-M Gandapali, PO-Jaring Dist-Bargarh	5150-0103-8678	9437541334	
3	Respondent/s	E.E, B.W.E.D.Bargarh , TPWODL		Division B.W.E.D, TPWODL, Bargarh	
4	Date of Application	10.01.24			
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	10.01.2024			
9	Date of Order	31.01.2024			
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, Bijepur-I, TPWODL.

Appeared

For the Complainant- Sri Gobinda Padhan

For the Respondent - EE, BWED, Bargarh.

Represented by SDO(Elect), Sohela, TPWODL.

GRF Case No- BGH/23/2024

(1) Sri Gobinda PADhan

At-M Gandapali,

PO-Jaring.

Dist- Bargarh

Consumer No.- 5150-0103-8678

COMPLAINANT

VRS

(1) E.E (Elect.), B.W.E.D,Bargarh, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed by of Sri Gobinda Padhan, At-M Gandapali, Po-Jaring, Bijepur, objected about wrong Meter no. updated in his account, installed at another consumer's premises bearing Consumer no. 5150-0116-5961 and being billed in the same name of himself, the meter not being in his premises. Hence, the complainant prayed before the Forum to direct the opposite party to reset the correct meter no. in his account and revise the previously charged bills raised wrongly to redress his grievances accordingly.

In this context the complainant also submitted that his LI point is an arrangement of Single Phase supply but a three phase meter detail is entered in his billing records. The complainant submitted a copy of energy bill raised against his SC no. 5150-0103-8678 and against another SC No. 5150-0116-5961, both being billed in the same name & same address.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted the PVR carried on 15.09.2023 against SC No. 5150-0103-8678 and another PVR carried on the same date with SC No. 5150-0116-5961. In replay to this case the opposite party submitted that as per PVR report no meter was found at site bearing SC No. 5150-0103-8678 (Complainant's account in this case). The meter bearing Sl No. "TPU37154" was actually installed against SC No. 5150-0116-5961 being billed in the name of Gobinda Padhan. But the same meter was wrongly updated against the complainant billing database. However the opposite party couldn't submit any written statement in this case.

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 billed in the name of Gobinda Padhan, bearing Consumer No-5150-0103-8678, having CD-2.50KW, under LT-Irrigation Pumping & Agriculture category, under ESO,Bijepur-I. The complainant disputed regarding the wrong charging of energy bills based on meter consumption that was not actually available in his premise but



produced supporting documents against whom the same meter was existing, having both the consumer being billed in the same name & address. The Forum on examining the case in detail, observed from the billing history of both the consumers that, the SC No. 5150-0116-5961 is also being billed in the same name as of the complainant, being at the same address, with CD 20.5 KW, SD available Rs. 948/- with date of supply as 17.08.2017 under LT-Irrigation Pumping & Agriculture category. However upon submission of PVR by the Opposite party it was clarified that wrong meter No. was updated in billing against the complainant account. The meter bearing Sl no. "TPU37154" was wrongly updated in billing, the meter installation date being on 30.04.2022. The ledger abstract revealed that Average/ Provisional bills were generated against another SC No. 5150-0116-5961 for the period from Apr 2021 till Dec 2023. It was observed that due to wrong updation of meter No. in complainant's account, erroneous bill were raised which are required to be revised as per new meter consumption recorded after installation of a new tested meter, since there has been no meter available at site as per PVR dt. 15.09.2023. However, in this instant case, the opposite party failed to produce the latest PVR to ascertain the facts further.

Since the opposite party certified on record that the meter No. "TPU37154" is existing in the premises against another SC No. "5150-0116-5961" & current meter reading recorded as KWH "015236" as on dt. 15.09.2023, the above mentioned meter details is to be updated in the billing database against such service connection (SC No. 5150-0116-5961) and bill of "15236" units to be revised, charged and spreaded over from the date of installation of the same meter duly adjusting the payments made against above mentioned account. The opposite party also certified in the PVR dt. 15.09.2023 mentioning that there was no meter at site at the time of inspection made out.

Considering the grievances filed by the complainant, the energy bills raised from Feb 2022 to Jan 2024 are to be revised as per actual consumption recorded in the new meter to be installed without further delay. The above period bills are to be revised duly considering the payments already made by the complainant if any.

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.

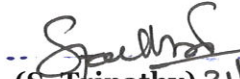
- 1. The Opposite Party is directed to install a new tested meter in the complainant's premises within 10 days of issue of this order and update the metering details into billing database without further delay.*
- 2. The opposite party is directed to reassess and revise the energy bills raised from Feb 2022 to Jan 2024 based on succeeding Six months actual monthly average consumption recorded in the new meter to be installed as per the instruction given in Para(1) above.*

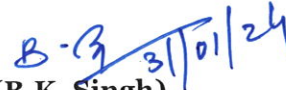


3. The opposite party is directed to update meter No. "TPU37154" into billing database without further delay against another consumer NO. "5150-0116-5961", that is physically existing as per the physical verification report dt. 15.09.2023 submitted by the opposite party.
4. The opposite party is directed to reassess and revise the energy bills charged to another consumer bearing SC No. "5150-0116-5961" for the period from the date of installation of the meter bearing Sl No. no. "TPU37154" i.e from 30.04.2022 to Aug 2023 by recasting the consumption units of "015236" KWH so recorded in the aforementioned meter (as per Physical verification report submitted by Opposite Party) from the date of installation of the same.
5. 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.
6. 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.
7. 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.
8. 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. Failure to make such payment in this regard would attract disconnection of power supply as per section-56 of the Indian Electricity Act.

The Opposite party is directed to submit the compliance report to this Forum within seven months from the date of issue of this order.

Accordingly, the case is disposed of.


(S. Tripathy) 31/01/2024
MEMBER
Member (Finance)


(B.K. Singh)
PRESIDENT
(President)

Copy to **Grievance Redressal Forum**
TPWODL, Bargarh-768028

Grievance Redressal Forum
TPWODL, Bargarh-768028

1. Gobinda Padhan, At-M Gandapali, PO-Jaring, Dist-Bargarh, Mob-9437541334
2. Sub-Divisional Officer (Elect.), Sohela, TPWODL, 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: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".