

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)/ 38(4)

Date: 20.02.2024

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

1	Case No.	BGH/30/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		M/s. Shree Jagannath Industries At-Ruhunia, Dhanger. Dist-Bargarh	5120-0111-1379	9937319122	
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	29.01.2024			
9	Date of Order	20.02.2024			
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

Appeared

For the Complainant- M/s. Shree Jagannath Industries
Represented by Antaryami Sahoo



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

GRF Case No- BGH/30/2024

(1) M/s. Shree Jagannath Industries
At-Ruhunia, PO-Dhanger,
Dist- Bargarh.
Consumer No.- 5120-0111-1379

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed in the name of M/s. Shree Jagannath Industries, At-Ruhunia, PO-Dhanger, represented by Sri Antaryami Sahoo objected about wrong energy bill charged from the date of first billing till date, considering the multiplying factor as M.F=1 instead of M.F=0.5 as per the initial test report prepared at the time of installation of a new meter. In this context the complainant filed a copy of application dt. 13.09.2023 addressed to EE,BED,Bargarh requesting revision of previous energy bills from the date of supply i.e from 09.04.2019, submitted a copy of initial meter test report prepared by EE,MRT,Bargarh, a copy of inspection report drawn on 04.08.2023, a copy of inspection report drawn on 25.08.2023 by MRT Officials, Bargarh & copies of several monthly energy bills raised.

Hence the Complainant prayed before the Forum for resolving the billing dispute with a direction to the opposite party to revise the energy bills already raised from the date of power supply released.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted the written statement, charging report, testing report by MMG Team dt. 04.08.2023 and consequent meter replacement report dt. 25.08.2023 vide letter No. 157, dt. 17.02.2024. In reply to this case, the Opposite party submitted that the complainant's premises was charged on dt. 09.04.2019 with due observation of all official formalities. However, the M.F was wrongly punched as 1 instead of 0.5. The complainant approached the Office of The Executive Engineer, BED, Bargarh, for revision of his bill raised due to erroneous M.F. of the Meter. Thereafter, on the strength of the report of MMG, the bills for the period from Aug 2021 to July 2023 were revised by the opposite party with due approval of the competent authority of TPWODL and an amount of Rs. 1,72,862.77 was withdrawn from the consumer's account. The sundry adjustment was reflected in the energy bill of the month of Oct 2023. Hence, the Opposite party urged before the Forum to issue necessary orders as deemed fit.

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-5120-0111-1379 having CD-35 KW, under LT-General Purpose category, under ESO-II, Bargarh. As per the objection filed by the complainant regarding wrong M.F. charged from the date of supply, it was observed from the records that initial power supply was extended on 09.04.2019 with a

new LTCT meter installed bearing Sl No. "WES51704"(Secure Make). With CTR 100/5A & Multiplying Factor as M.F=0.5. The Forum on examining the records ascertained the fact that the meter having Sl No. "WES51704" was having M.F=0.5 instead of M.F=1, as imminent from the records of MRT, Bargarh at the time of replacement of the same meter on dt. 25.08.2023 with a new LTCT smart meter bearing Sl No. "TWSL12000411"(Genus make). And also confirmed from the inspection report drawn on dt. 04.08.2023. The ledger abstract (as per FG database) revealed that actual bills have been raised to the complainant since the first energy bill raised in Jun 2019, except in few cases where Provisional bills charged, which were adjusted subsequently. It was also apparent from the billing records that energy bills raised provisionally till July /August 2023 were charged considering M.F=1 instead of M.F=0.5. It was also observed that the bills from Sept 2023 onwards were raised on actual basis as per new meter installation details.(Meter Sl No. "TWSL12000411" installed on 25.08.2023 with M.F=1). Hence , there was no anomaly found in current bills being generated. It is clear that the opposite party has raised the energy bills wrongly on MF=1 instead of MF=0.5 since the initial date of supply. Therefore, the Forum is in view to reassess the billing of MF=0.5 since the date of supply till the change of meter. The FG data base (Licensee's soft record) revealed that an amount of Rs. 1,72,862.77 is credited in the complainant's account due to revision of previous bills raised from August 2021 to July 2023 considering the old meter M.F=0.5 instead of M.F.=1. Since the Opposite Party has already acted upon the earlier petition filed before the EE, BED, Bargarh and revised the previous wrong bills generated from Aug 2021 to July 2023, by effecting credit sundry of Rs. 1,72,862.77 (withdrawn), in obedience to Regulation 157 of the OERC Distribution (Conditions of Supply) Code, 2019, the complainant's grievance is redressed to an extent.

Since, the Forum is abided by the Regulations framed by the Hon'ble Commission and is restricted to go beyond two years time line prior to the month in which the disputed period bill ends, the remaining period bills charged from the date of first billing, i.e from June 2019 to July 2021 is advised to be reassessed by the Opposite Party, following their internal official procedures as applicable in order to settle the billing dispute accordingly.

Hence, the instant case is hereby dropped.


(S. Tripathy) 20/02/24
MEMBER (Finance)

Grievance Redressal Forum
TPWODL, Bargarh-768028


(B.K. Singh) 20/2/24
PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028

1. M/s. Shree Jagannath Industries, At-Ruhunia, PO-Dhanger, Dist-Bargarh, Mob-9937319122.
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: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.orerc.org under the "head "Cases->"GRF".