

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)/ 71(14)

Date: 24.04.2024

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

1	Case No.	BGH/32/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Hrushikesh Biswal At-Babebira, Lakhanpur, Bhukta. Dist-Bargarh		5120-0106-3389	9937972539
3	Respondent/s	EE(Elect), BED, Bargarh, TPWODL		Division B.E.D, TPWODL, Bargarh	
4	Date of Application	12.02.2024			
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	12.02.2024			
9	Date of Order	24.04.2024			
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: Office of Electrical Section Officer, Bhukta, TPWODL.



Appeared

For the Complainant- Hrushikesh Biswal

For the Respondent - EE(Elect), BED, Bargarh.
Represented by SDO (Elect), Bhatli

GRF Case No- BGH/32/2024

(1) Hrushikesh Biswal
At-Babebira, PO-Lakhanpur
Dist- Bargarh, Pin-768052.
Consumer No.- 5120-0106-3389

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

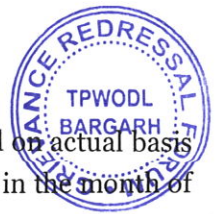
The Complaint petition filed by Hrushikesh Biswal, Babebira, Lakhanpur, objected about abnormal energy bills raised from Apr 2023 to July 2023. The Complainant prayed before the Forum to direct the Opposite Party to resolve the billing dispute accordingly.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted a copy of the last meter change protocol dt. 09.08.2023, fresh PVR dt. 20.04.2024, the meter photo reading recorded in Meter No. "10036020" and the written statement dt. 23.04.2024 to this case. In reply to the case, the Opposite Party submitted that, the complainant is availing power supply under Irrigation pumping And Agriculture category with a connected load of 3.00 HP. The initial date of power supply to the complainant was on 25.06.2018. The energy bills were raised on Average/Provisional basis from the date of supply till Jun 2022 with meter status "Without meter". On dt. 29.07.2022 a new meter bearing Sl No. TPU044936 was installed in the complainant premises and bills were raised on actual basis upto Mar 2023. Thereafter, again Average/Provisional bills were raised from Apr 2023 to July 2023. One new smart meter bearing Sl No. 10036020 was installed in the complainant's premise on dt. 25.08.2023. As per the data punched by the MMG team, the FMR of the old meter bearing Sl No. TPU044936 was "22012" KWH. During physical verification of the complainant's premise on dt. 20.04.2024, it was found that, the complainant was availing power supply bypassing the meter, which resulted in non recording of consumption in the meter Sl No. 10036020. 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-5120-0106-3389, having CD-03 HP, under LT-Irrigation Pumping & Agriculture category, under ESO Bhukta. On examining the case in detail, the Forum observed that, Meter bearing Sl No. "TPU044936" was installed on dt. 29.07.2022 and was updated in billing on dt. 08.08.2022. The energy bill for the month of Nov 22 was raised on Provisional basis, although the new meter was already



installed in the month of Aug 2022. In the month of Dec 2022. the energy bill was raised on actual basis with "1126" units considering the current meter reading of KWH "001126". Subsequently, in the month of Feb 2023 the bill was raised abnormally with "12464" units taking the IMR "1126" & FMR "13590". Again, in the month of Mar 2023, the energy bill was charged on actual basis with "8422" units taking IMR "13590" & CMR "22012". Thereafter, provisional bill was charged in Apr 2023 with "11543" units, as no advanced meter reading was entered in billing. Further, the energy bills for May 2023 to July 2023 were raised on average basis with "4295" units, "282" units & "274" units respectively. A new meter bearing Sl No. "10036020" was installed in the complainant's premise on dt. 25.08.2023 and actual bills were raised thereafter from Aug 2023 onwards.

The Opposite Party was asked to submit the last meter change protocol along with Physical Verification Report and the written statement for further clarification to this case. The meter replacement protocol sheet of MRT Team, Bargarh dt. 09.08.2023 indicated that, the old meter bearing Sl No. "TPU044936" was having last meter reading of KWH "011965" at the time of replacement of the same with a new smart meter having Sl No. "10036020". However, it was revealed from ledger abstract that meter reading of KWH "022012" was wrongly entered in billing database during Mar 2023, that resulted into charging abnormal bills from Feb 2023 to May 2023 in particular.

Hence, the Forum is of the considered opinion that the final meter reading recorded as on 09.08.2023 in meter No. "TPU044936" i.e KWH "011965" are to be re-casted and revised from the date of installation of the same meter for necessary redressal of the grievance petition filed.

The fresh physical verification report dt. 20.04.2024 revealed that the power supply is being by-passed with connected load of 2.2 KW (3HP Motor), not going through the existing meter bearing Sl No. "10036020". Since, the complainant is indulged in theft of electricity, currently detected as per above PVR submitted, the Opposite Party is required to follow suitable action in this regard separately, observing their internal theft detection & penal assessment procedures with supply & equipment rectification protocol as per rules & regulations in force.

The order passed on this date is delayed due to late submission of report & statements from the Opposite Party.

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 revise the energy bills charged to the complainant from 29.07.2022, i.e the date of installation of meter No. "TPU044936" till the date of replacement of same meter, by recasting the accumulated units of KWH "011965", (as per certification made in meter change protocol dt. 09.08.2023) so recorded on dt. 09.08.2023, in the aforementioned meter, on the basis of actual monthly/daily average consumption so derived, 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.

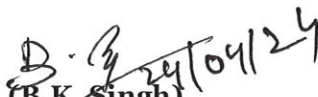
3. The Complainant is directed to pay the revised billed amount so arrived, if any, within due date after receipt of the revised energy charges bill, to which the complainant is liable to pay.



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) 24/4/24
Member (MEMBER)
Grievance Redressal Forum
TPWODL, Bargarh-768028


(B.K. Singh) 24/04/24
(President)
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

Copy to: -

1. Hrushikesh Biswal, At-Babebira, PO-Lakhanpur, Dist-Bargarh. Mob-9937972539.
2. Sub-Divisional Officer (Elect.), Bhatli, 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".