

Grievance Redressal Forum

TPWODL, BARGARH

First Floor, Raymond Building, Bandutikra Chowk,
Bargarh, Pin- 768028Email: 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)/

70(4)

Date: 22.04.2024

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

1	Case No.	BGH/38/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Mihir Kumar Sahu At-College Road, Bargarh Dist- Bargarh.		5121-2215-0021	7008182256/ 9861511124
3	Respondent/s	SDO(Elect), Bargarh-I, TPWODL			Division B.E.D, TPWODL, Bargarh
4	Date of Application	03.02.2024			
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	04.03.2024			
9	Date of Order	22.04.2024			
10	Order in favour of	Complainant	Respondent	Others	√
11	Details of Compensation awarded, if any.	NIL			

Hearing At: Office of The President, GRF, Bargarh.



Appeared

For the Complainant- Mihir Kumar Sahu

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

Represented by Bijay Kumar Panda, Accountant, SDO-I, Bargarh,TPWODL

GRF Case No- BGH/38/2024

(1) Sri Mihir Kumar Sahu
At- College Road, Bargarh,
Dist- Bargarh,
Consumer No.- 5121-2215-0021

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed by Sri Mihir Kumar Sahu , At- College Road,Bargarh, disputed about wrong energy bill raised for an amount of Rs. 1,24,549/- in the month of Nov 2022 . Hence, the complainant prayed before the Forum for an efficacious remedy for resolution of the above dispute.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted the written submission on this case vide letter No. 73, dt. 07.03.2024, Physical Verification Report dt. 06.03.2024 and copy of bill revision proposals made for approval at Division/Circle Level. In reply to this case, the Opposite Party submitted that, the complainant is a LT-Domestic consumer having CD 03 KW with initial date of power supply on 03.11.1999through meter Sl No. "3822350". From the date of power supply, actual bills were served to the complainant upto Mar 2004 with Meter Sl No. "3822350". Thereafter, from Jun 2004 Sep 2022 Average/Provisional bills were raised due to wrong entry of Meter Sl no. "1936188" during the billing month May 2004. The complainant was charged with average bills @ 93 units/month from Jun 2004 to Apr 2012, @ 121 units / month from May 2012 to Jan 2013, @145 units / months from Feb 2013 to Apr 2013 , @176 units/ month from Jun 2013 to Nov 2014, @ 200 units/ month in Dec 2014,@ 288 units/ month from Jan 2015 to Feb 2017,@432 units/ month from Mar 2013 to May 2018 and billed with different units till Sep 2022. As per FG database one new meter bearing Sl No. "TPWODL1105006" was installed in the consumer's premises on dt. 15.10.2022 and the same meter is continuing till date. The Opposite Party intimated that the meter installation protocol dt. 15.10.2022, photographs of the meter Sl No. 3822350 & 1936188, testing report of both meters, Site account of ESO-II, Bargarh etc are not available. Further, the Opposite Party submitted the written submission off late vide letter No. 111(2), dt. 22.04.2024. The Opposite Party submitted that, as the Meter installation Protocol Report dt. 15.10.22, Photographs of Meter Sl No. 3822350 & Sl No. 1936188, Testing Report of both meters, Site Account of ESO-II,Bargarh is not available in the Section Office, previous average bills for the periods from Jan 2015 to Sept 2022 is revised according to Six months actual average consumption of the New Meter Sl No.

PRESIDENT

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

1105006. The IMR taken as on Dt. 01.10.2022 is "0" KWH and FMR as on dt. 31.03.2023 is taken as 819 KWH as per FG Data. Accordingly, an withdrawal amount of Rs. 90,347.82/-, as per SAMADHAN App is submitted to EE,BED,Bargarh for approval at Circle level committee. Therefore, the Opposite Party urged before the Forum to issue orders to revise the previous Average/Provisional bills on the basis of six months average consumption of the existing meter.

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-5121-2215-0021, having CD-3KW, under LT-Domestic category, under ESO,Bargarh-II. On examining the case in detail, it was observed from the ledger abstract that, the final meter reading recorded in Mar 2004 in meter Sl No. "3822350" was "8314" KWH. In the month of May 2004, energy bill was raised on actual basis , but no meter readings were advanced. Thereafter, bills were charged on Provisional/Average basis from Jun 2004 to Sep 2022. A new meter bearing Sl No. "1936188" was updated in billing during Jun 2004. As per the FG database, the final meter reading of meter Sl No. "1936188" was "802684" KWH as on replacement date, i.e 15.10.2022 with a new meter Sl No. "TPWODL1105006". (The complainant submitted that there was no replacement of old meter till Sept 2022.) The meter Sl No. "3822350" was available in the complainant's premise since the date of supply and final meter reading as on 15.02.2022 was "028084" KWH. The Inspection report dt. 15.02.2022 drawn by SDO-I, Bargarh, indicated that the meter available in the premise was having Sl No. "3822350" and final reading was "028084" KWH. The inspection report also revealed that the power supply was permanently disconnected on 15.02.2022. But no proof of Re-connection & Disconnection entered in billing. Average bills continued from Mar 2022 to Sept 2022. The complainant submitted that on 15.10.2022 the power supply was restored with installation of a new meter bearing Sl No. "TPWODL1105006". The complainant's claim regarding the date of disconnection on 15.02.2022 and subsequent reconnection on 15.10.2022 was not supported with any proof of Re-Connection/Disconnection fees deposited. The Opposite Party also couldn't provide the details of such Re-Connection/Disconnection records and the reason of such disconnection made, if any. The final meter reading of KWH "802684" recorded in meter Sl No. "1936188" at the time of replacement of the same and previous meter reading of KWH "852456" recorded in Jun 2004, final meter reading of KWH "802789" recorded in Mar 2007 is appeared to be ambiguous and not correlated with each other. However, the metering details of meter No. "3822350" & Meter No. "1936188" and the actual physical presence of the above meters are not submitted by the Opposite Party in their written submission filed.

The opposite Party couldn't submit the meter installation Protocol report dt. 15.10.2022, photographs of above meters, testing report of above meters, site account of concerned ESO in regard to receive and utilization of meters for the period from Feb 2004 to Dec 2004, store SIV report for above meter nos. were not submitted by the Opposite Party. The Opposite Party couldn't update the actual metering details into billing database & allowed the billing to continue on average basis for more than 16 years. The disconnection status as certified by SDO(Elect) No-I, Bargarh dt. 15.02.2022 was also not updated in billing leading to generation of average bills. The Opposite Party proposed to revise the earlier bills from Jun 2004 to Sep 2022 on the basis of existing new meter average consumption & proposed to

withdraw an amount of Rs. 81,880/-. The Opposite Party also submitted another proposal made to withdraw an amount of Rs. 90,347/- to be revised for the period from Jan 2015 to Sept 2022. During the course of hearing the complainant agreed to pay the legitimate dues as derived after revision of previous bills.

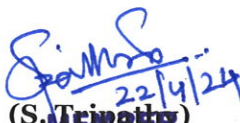
The Opposite Party was asked to submit the reports of conciliation made with the complainant along with agreed bill revision amount finally proposed to be withdrawn and accepted by both the parties to this case. The Opposite Party in reply statement submitted that, previous energy bills raised from Jan 2015 to Sept 2022 is already revised as per Six months actual monthly average consumption recorded in new meter installed bearing SL No. "1105006", considering initial meter reading as KWH "000000" as on the date of installation of the same meter and final meter reading as KWH "000819" as on 31.03.2023. Accordingly, an amount of Rs. 90,347.82/- is proposed to be withdrawn & is put up for approval before the Executive Engineer (Elect), BED, Bargarh. Since the Opposite Party has already acted upon to redress the grievances in this case, the Opposite party is required to intimate the amount finally approved for withdrawal to the complainant without further delay, for necessary payment of balance amount so derived, if any, to be paid by the complainant.


On perusal of records, statements & available records, the Forum construed that the complainant's Grievance Petition is addressed by the Opposite Party in revising the previous average bills, duly considering the payments made by the complainant in earlier occasions.

Hence, the instant Petition is hereby dropped.

However, the complainant is at liberty to approach the Forum afresh with petitions & supplementary documents, if he is not satisfied with the action taken by the Opposite Party in this instant case.

The order passed on this date is delayed due to late submission of reports & statements submitted by the Opposite Party.


(S. T. Member)
Member (Finance)
Grievance Redressal Forum
TPWODL, Bargarh-768028


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

Copy to: -

1. Sri Mihir Kumar Sahu, At-College Road, Bargarh, Dist-Bargarh, Mob: 7008182256.
2. Sub-Divisional Officer (Elect.), SDO-I, Bargarh, 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".