

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)/ 63⁽⁴⁾

Date: 08.04.2024

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

1	Case No.	BGH/44/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Arjun Majhi At-Banipali, PO-Sankirda. Atabira Dist- Bargarh.		5125-2301-0231	8249575017
3	Respondent/s	SDO(Elect), Bheden, TPWODL			Division B.E.D, TPWODL, Bargarh
4	Date of Application	21.02.24			
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	21.02.24			
9	Date of Order	08.04.2024			
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, Khuntlipali, TPWODL.

Appeared

For the Complainant- Arjun Majhi
Represented by Shyamal Majhi



For the Respondent - SDO(Elect), Bheden, TPWODL.

GRF Case No- BGH/44/2024

(1) Sri Arjun Majhi
At- Banipali, PO-Sankirda,
Atabira
Dist- Bargarh,
Consumer No.- 5125-2301-0231

COMPLAINANT

VRS

(1) SDO (Elect.), Bheden, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed in the name of Sri Arjun Majhi, At- Banipali, PO-Sankirda represented by Sri Shyamal Majhi, disputed about abnormal & erratic bill raised in Nov 2023 to the tune of Rs. 2,38,297.83/- even though the previous electricity arrears were cleared by availing OTS scheme. 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 ledger copies from Feb 2001 to Jan 2024, copy of meter installation protocol dt. 21.06.2023, copy of meter photo reading bearing Meter Sl No. "LW112185", physical verification report dt. 27.02.2024. The Opposite Party was asked to their views on the correctness of old meter (meter No. "LW112185") final reading based on which actual bill was in Nov 2023, considering the Final meter reading of KWH "37506" recorded for the month. In reply to the case, the Opposite Party submitted that, on the date of replacement of old meter (Meter Sl No. LW112185), which was declared defective due to terminal burst, the old meter final reading was recorded as KWH "37430". However, the FG billing database considered the final reading as "37430" KWH of the old meter and billed with an unit of "37506" KWH in the billing month Nov 2023. The Opposite Party submitted that the amount outstanding upto Dec 2022 was cleared by the consumer on OTS Scheme. But, the bill for the period of Nov 2023 was generated of "37506" units amounting Rs. 2,38,297.83/- treating it as suppress reading. But, the Opposite party failed to submit the correctness of old meter final reading i.e KWH "37430" as recorded in billing database at the time of replacement of the same. The Opposite Party also asked to clarify the status of power supply utilized by the complainant during May 2022 to Apr 2023, as during the camp court hearing, the complainant denied any physical disconnection effected during the aforementioned period. After giving reasonable sufficient time to reply to the queries raised, the Opposite party couldn't furnish the same to the Forum.

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-5125-2301-0231, having CD-2.5KW, under LT-Domestic category, under ESO, Khuntlipali. On examining the


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case in detail, it was observed that a new meter bearing Sl No. "LW112185" was installed & updated in billing during July 2020 & actual bills were charged from July 2020 to Feb 2021 with current advanced meter reading of KWH "003876" recorded in the same meter as on Feb 2021. From then on, provisional bills were charged from mar 2021 to Apr 2022 @ 508 units/53 units/498 units/451 units/512 units from time to time. In the month of May 2022, bill was raised on actual basis levying only the monthly fixed charges and automatic house lock adjustments were effected in billing by giving Credit Sundry of Rs. (-) 34,999.72/-. The FG database (Licensee's Soft Records) revealed that the power supply was officially disconnected on 24.05.2022, the reason being non payment of arrear dues and subsequently reconnected on 16.06.2023 and no energy bills were charged from May 2022 to Apr 2023, except the monthly fixed charges so levied during the period. The Forum on hearing to the case learnt that, no power supply was physically disconnected during the aforementioned period, as the complainant denied any of such action effected to his premises. The Opposite party was accordingly asked to submit the power supply status during above mentioned period, to which the Opposite Party further submitted that, the complainant was availing Power Supply during May 2022 to Apr 2023, but billing for above period was not done by RCM team due to accumulated units in the meter installed at his premises having meter Sl No. "LW112185". The Opposite Party also submitted that the last meter reading of KWH "37430" recorded on meter No. "LW112185" was correct to their observation.

The ledger abstract indicated that a new meter having Sl No. "LW112185" was installed & updated in July 2020, but the FG database reflected that the same meter was installed on 18.12.2018 but entered in billing later on 31.10.2021. Hence, there was no clarification regarding the exact date of installation of the same meter. The old meter bearing Sl No. "LW112185" was replaced on dt. 21.06.2023 with a new meter No. "TPWODL1159085". The ledger abstract also revealed that Rs. 61,930/- was deposited by the complainant dt. 15.02.2023 towards OTS scheme for availing the benefit of rebate. The closing out standing as on Jun 2023 was of Rs. 349.36/-.

It was observed that no billing parameters were reflected in ledger as well as FG database indicating the energy billing done from Jun 2023 to Oct 2023. However, high consumption units of "37506" units charged in Nov 2023, considering old meter final reading as FMR "33554" KWH and new meter current reading of KWH "003952", thereby charging Rs. 2,38,297.83/- for the month. It was observed that the old meter final reading was entirely considered for billing along with new meter consumption, charged in a single month.

It is pertinent to mention here that as the complainant has availed the OTS Scheme benefit and made payments towards arrear charges pertaining to the period upto Dec 2020, there is further no scope for any bill revision as such upto that period. However, sudden rise of abnormal bill of Rs. 2,83,297.83/- is actively considered by the Forum for necessary redressal of the same grievance filed.

The Opposite Party certified the fact that the complainant was actually availing Power Supply from May 2022 to Apr 2023, during which period no bill units were charged officially. Again, the Opposite Party confirmed about the correctness of old meter final reading of KWH "37430" recorded in meter No."LW112185" at the time of replacement of the same.

Hence, the Forum on scrutinizing the records, statements available on record, construed that the energy bills charged from Jan 2021 to Nov 2023 (beyond OTSS Period i.e after 31.12.2020, as availed the OTS benefit already) are to be revised accordingly by recasting the accumulated units as recorded in old

meter (Meter No. LW112185) at the time of replacement of the same, to be spreaded over from the date of installation of the same meter. Again, the energy bills charged from the month of installation of new meter (New Meter No. TPWODL 1159085 installed in the premises on 21.06.2023) till Nov 2023 are to be revised as per new meter actual monthly consumption basis as recorded. The Opposite Party is required to charge the monthly energy bills from May 2022 to Apr 2023 that were not charged initially due to line disconnection status effected wrongly in billing.

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 for the period from Jan 2021 to Dt. 21.06.2023, on the basis of actual monthly average consumption to be derived from the total accumulated units so recorded in the old meter (Meter No. "LW112185" at the time of replacement of the same meter i.e on 21.06.2023), by spreading over the entire units accumulated on monthly average basis from the date of installation of the same meter.
- 2) The Opposite Party is directed to revise the energy bills charged for the period from Dt. 22.06.2023 to Nov 2023 on the basis of succeeding six months actual monthly average consumption recorded in the new meter bearing Sl No. "TPWODL1159085" from the date /month of installation of the same.
- 3) The Opposite Party is advised to serve the revised energy charges bill with revised due date within 30 days from the receipt of this Order, upon revision of previous bills, if any, to which the consumer is liable to pay.
- 4) 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)

Member (Finance)

Grievance Redressal Forum
TPWODL, Bargarh-768028


(B.K. Singh)

President

Grievance Redressal Forum
TPWODL, Bargarh-768028

Copy to:

1. Arjun Majhi, At-Banipali, Po-Sankirda, Attabira, Dist-Bargarh, Mob: 8249575017.
2. Sub-Divisional Officer (Elect.), Bheden, 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".