

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)/ 586

Date: 29.03.2024

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

1	Case No.	BGH/45/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Bhanu Dash At-Gurudwara Chowk, Po/Dist-Bargarh		5121-2310-0085	9861009080
3	Respondent/s	SDO(Electrical), Bargarh-I , TPWODL			Division B.E.D, TPWODL, Bargarh
4	Date of Application	27.02.2024			
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	27.02.2024			
9	Date of Order	29.03.2024			
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 The Sub Divisional Officer, Bargarh-I, TPWODL.



Appeared

For the Complainant- Bhanu Dash

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

GRF Case No- BGH/45/2024

(1) Bhanu Dash

At-Gurudwara Chowk
PO/Dist- Bargarh.

Consumer No.- 5121-2310-0085

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed by Bhanu Das, Gurudwara Chowk, Bargarh, objected about abnormal energy bill raised during the month of Dec 2014. 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 the, Physical Verification Report (PVR) dt. 29.02.24 and the written submission in this case. As per the remark of the PVR, Meter Sl No. "WCS14892" is present in the complainant's premises with meter reading "13615" KWH units. In reply to this case the opposite party submitted that the complainant is availing power supply in LT-General Purpose Category for a load of 0.5KW and the initial date of power supply was 01.01.1990 with Meter Sl No. "WESCO274372". From the date of power supply actual bills were served to the complainant till Apr 2009 and thereafter provisional bills were raised in May 2009 and from July 2009 to Sept 2009. Auto adjustment was done after actual billing. The Opposite party intimated that due to wrong Credit Sundry Adjustment of Rs. 44818/- during the month of Jun 2006, bills from July 2006 became negative. Further abnormal bill of "9997" KWH units was raised during the month of Dec 2014 due to wrong meter reading of "5996" Kwh entered by the meter reader. Thereafter, actual energy bills were served from January 2015 to Mar 2015 @ 124 units, @146 units and @120 units respectively. Further, energy bills were again raised on Provisional Basis from Nov 2015 to Jan 2017 and suppressed units charged in Feb 2017 due to the defective meter bearing Sl No. WESCO274372. One new meter bearing Sl No. WCS14892 was installed in the complainant's premises in Jan 2016 and the same meter is continuing at present.

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-5121-2310-0085 having CD-0.5 KW, under LT-General Purpose category, under ESO-III, Bargarh. On examining the case in detail and as per the complaint raised by the complainant, the Forum observed from the ledger abstract that, provisional bills from Nov 2015 to Jan 2017 @ 137 units/ month raised subsequently as no meter reading were advanced in Meter No. "WESCO274372". A new meter bearing Sl No. "WCS14892" was installed & updated in billing during Feb 2017 & actual bill of "2070" units were raised. In the month of Nov 2014 actual bill was raised with CMR "5999" recorded. In the

month of Dec 2014, bill was raised on actual basis with "9997" units considering CMR "5996" & considering the accumulated consumption as once recorded in the meter Sl No. "WESCO274372". However, in the month of Jan-2015, energy bill was charged on actual basis with "124" units taking IMR "5999" KWH & CMR "6120" KWH & actual bills charged subsequently upto Oct 2015 billing. In Jun 2013 billing, credit sundry of Rs. (-)44,818/- was effected in billing but the reason for such effect in billing was not clarified by the Opposite Party as actual bills were raised prior to Jun 2013 billing and intermittent provisional bills were also adjusted in subsequent billing months. Actual bills have been raised from Feb 2017 onwards, except in some months where provisional bills charged and subsequently adjusted in billing. The Opposite party certified the fact that the meter Sl No. "WCS14892" has been there in the complainant's premises since Jan 2016 & the latest physical verification report reflected that the aforementioned meter has been in running condition with advanced meter reading recorded as KWH "13615" as on 29.02.2024. The FG database revealed that no bill revision was effected in billing in earlier occasions & the complainant has not availed any OTS benefit. Again, the FG database does not exhibit the details of metering attribute changed in billing. The complainant has not produced any application made earlier to the Opposite Party regarding abnormal bill raised in Dec 2014 billing. The Opposite Party couldn't submit the exact date of installation of meter No. "WCS14892".

Considering the reports, statements submitted by both the parties, the Forum construed that the energy bills raised from Dec 2014 to Jan 2015 are to be revised as per the actual advanced consumption so recorded in the meter Sl No. "WESCO274372". Again, the energy bills raised from the date of installation of the meter No. "WCS14892" till Feb 2017 billing, wherein actual bill was charged with "2050" units, thereby spreading over the entire units charged in a single month from the date of installation of the same meter.

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.

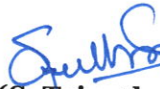
- 1. The Opposite Party is directed to reassess & revise the energy bills raised to the complainant from Dec- 2014 to Jan-2015 on the basis of actual monthly average consumption recorded in the existing meter Sl No. "WESCO274372", considering initial meter reading as KWH "5999" as on Dec 2014 billing and final meter reading as KWH "6120" as on Jan 2015 billing.*
- 2. The Opposite Party is directed to revise the energy bills raised to the complainant from Nov 2015 to Feb 2017 on the basis of actual monthly average consumption recorded in the Meter Sl No. "WCS14892", considering initial meter reading as on the date of installation of the aforementioned meter and final meter reading as KWH "002050" as on Feb 2017, duly observing Reg 157 of OERC Distribution (Conditions of Supply) Code 2019.*
- 3. 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.*



4. 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.
5. 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)
MEMBER

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


(B.K. Singh)
(President)
PRESIDENT

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

Copy to: -

1. Bhanu Dash, At-Gurudwara Chowk, Bargarh, Mob:9861009080.
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: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".