

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/BWED/ (Final Order)/ 536

Date: 29.03.2024

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

| | | | | | |
|----|--|---|---|--|-------------|
| 1 | Case No. | BGH/46/2024 | | | |
| 2 | Complainant/s | Name & Address | | Consumer No | Contact No. |
| | | Debadatta Sahu At-Birjam, Via-Ghenss Dist-Bargarh-768034 | | 5150-0106-1762 | 8763666535 |
| 3 | Respondent/s | EE (Elect), BWED, Bargarh, TPWODL | | Division B.W.E.D, TPWODL, Bargarh | |
| 4 | Date of Application | 28.02.24 | | | |
| 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, Regulation √ | | | |
| | | 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 | 28.02.2024 | | | |
| 9 | Date of Order | 29.03.2024 | | | |
| 10 | Order in favour of | Complainant | √ | Respondent | Others |
| 11 | Details of Compensation awarded, if any. | NIL | | | |

PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028



Place of Camp: Office of the Sub-Divisional Officer, Sohela, TPWODL.

Appeared

For the Complainant- Debadatta Sahu

For the Respondent - EE (Elect.), BWED, Bargarh, TPWODL.
Represented by SDO, (Elect), Sohela, TPWODL.

GRF Case No- BGH/46/2024

(1) Debadatta Sahu

At-Birjam, Ghenss

Dist- Bargarh.

Consumer No.- 5150-0106-1762

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The grievance petition filed by Sri Debadatta Sahu, At-Birjam, Ghenss, disputed about wrong meter reading recorded for billing in Feb 2024. The complainant averred that, actual meter reading as on 23.02.2024 was KWH "5658" instead of KWH "6829" as recorded for billing. The complainant also make a complaint that the concerned meter reader is not visiting the site and taking haphazard reading for billing. Hence, the complainant prayed before the Forum to direct the Opposite Party to revise the earlier bills and serve him bills on actual meter reading basis henceforth.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted a copy of Physical verification report dt. 08.03.2024, a copy of meter photo reading having meter Sl No. "TPU31570", copy of ledger abstract from Dec 2020 to Feb 2024 & the written statement to this case. In reply to the case, the Opposite party submitted that on physical verification carried out on 08.03.2024, it was reported that the meter bearing Sl No. "TPU31570" was having current reading of KWH "005987" & the meter status has been found "OK". Hence, the Opposite Party urged before the Forum to issue orders to revise the abnormal bills raised from the date of meter change till last billing, considering the current reading of KWH "5987" recorded in aforementioned meter, instead of current reading of KWH "7229" as recorded in Feb 2024 billing.

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-5150-0106-1762 having CD-2.5 KW, under LT-Irrigation pumping & Agriculture category, under ESO Ghenss. The initial date of power supply to the complainant was on dt. 18.08.2020. On scrutinizing the case in detail, the Forum observed that initial power supply was extended to the complainant on 18.08.2020. A new meter having Sl No. "TPU31570" was installed in the premises on dt. 05.01.2022 and entered in billing fold on 25.01.2022, but provisional bills were raised from Jan 2022 to July 2022 @ 1125 units/2086 units/1140 units/ 1178 units per month as no advanced meter reading were

submitted for billing. Aug 2022 bill was charged on actual basis with "213" units charged, considering IMR 000001 KWH and CMR "000214" KWH for the month, thereby adjusting the entire Provisional bills raised during the aforementioned period amounting Rs. 11,442.87/-. Actual bills were charged to the complainant from Aug 2022 till last billing i.e Feb 2024. However, upon complaint made by the complainant regarding the correctness of meter readings put for billing purpose, the Opposite Party in reply to the case, certified that the actual meter reading recorded in meter Sl No. "TPU31570" as on 08.03.2024 was KWH "5987" instead of KWH "7229" already recorded for billing in Feb 2024. Hence, it is concluded that as per complainant's statement, CMR was KWH "5658" as on 23.02.2024 and as per PVR dt. 08.03.2024 submitted by Opposite Party the CMR was KWH "5987", instead of CMR "7229" KWH recorded in Feb 2024 billing.

It is pertinent to mention here that, correct meter reading should be punched for billing purpose in order to avoid any billing discrepancies and the consumer has the right to get the monthly energy bills as per actual meter readings recorded in the installed meter. In this instant case, the concerned meter reader has put a tabulated reading due to which such variance in actual meter reading in installed meter and the reading recorded for billing observed. The Forum firmly condemns such action and strongly vouch for stringent action, warning to be issued to the billing agency, to be initiated by the Opposite Party to further stop these illegal, wrong practice carried at field level, tarnishing the faith and bondage between the Licensee and the consumer. The complainant is also advised to be remain vigilant & be aware about the billing details beneficial for him to combat such deficiencies in future.

Therefore, on verifying the records, the Forum is of the considered opinion that the monthly energy bills charged from Jan 2022 (i.e from the month of existing meter installation) till Feb 2024 as per actual meter reading basis recorded in the existing meter, by recasting the total consumption units of KWH "5987" recorded in the existing meter Sl No. "TPU31570" as on 08.03.2024, to redress the grievances of the complainant consumer.

ORDER

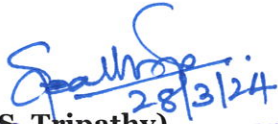
Considering the documents and statements submitted by both the parties and agreed upon at the time of hearing, the Forum hereby passes orders in consonance with regulations of the OERC Distribution (Conditions of Supply) Code 2019.

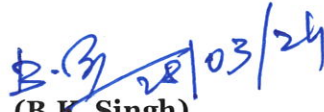
- 1. The Opposite Party is directed to revise the monthly energy bills raised to the complainant from Jan 2022 to Feb 2024, on the basis of actual monthly, average consumption recorded in the existing meter Sl No. "TPU31570", by recasting the entire consumption units so accumulated in the aforementioned meter, having KWH "5987" as recorded on 08.03.2024, from the date of installation of the same meter (as per PVR dt. 08.03.2024 submitted), 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)
Member (Finance)
MEMBER
Grievance Redressal Forum
TPWODL, Bargarh-768028


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

Copy to:

1. Sri Debadatta Sahu, At- Birjam, Ghenss, Dist-Bargarh, Mob: 8763666535
2. Sub-Divisional Officer (Elect.), Sohela, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer.
3. Executive Engineer (Elect.), BWED, 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.orienc.org under the "head "Cases->"GRF".