

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, BARGARH

First Floor, Raymond Building, Bandutikra Chowk, Bargarh-768028

Phone: (06646) 230135, E-mail: grf.bargarh@tpwesternodisha.com



Present:

Sri B.K.Singh

...

President

Sri Pulakesh Dasbhaya

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Member (Finance)

1	Case No.	BGH/01/2025			
2	Complainant	Name & Address:		Consumer No:	
		M/s Kaleswar Stone Crusher		5120-0104-0132	
		At-Kasipali, Bichhuan, Bargarh		Contact No.:	
		Dist-Bargarh		9937930660	
3	Respondent	Name		Division	
		EE(Elect.), BED, Bargarh, TPWODL.		BED, TPWODL, Bargarh.	
4	Date of Application	01.01.2025			
5	In the matter of-	1. Agreement / Termination		2. Billing Disputes	✓
		3. Classification / Reclassification of Consumers		4. Contract Demand / Connected Load	
		5. Disconnection / Reconnection of Supply		6. Installation of Equipment & apparatus of Consumer	
		7. Interruptions		8. Metering	
		9. New Connection		10. Quality of Supply & GSOP	
		11. Security Deposit / Interest		12. Shifting of Service Connection & equipments	
		13. Transfer of Consumer Ownership		14. Voltage Fluctuations	
		15. Others (Specify) -			
6	Section(s) of Electricity Act, 2003 involved	42(5)			
7	OERC Regulation(s):				Clauses
	1	OERC Distribution (Licensee's Standard of Performance) Regulations, 2004			
	2	OERC Conduct of Business) Regulations, 2004			
	3	Odisha Grid Code (OGC) Regulation, 2006			
	4	OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004			
	5	Others-OERC Distribution (Conditions of Supply) code, 2019			
8	Date(s) of Hearing	27.01.2025			
9	Date of Order	27.03.2025			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.		Nil		
12	Appeared for the Complainant:		Appeared for the Respondent:		
	M/s Kaleswar Stone Crusher Represented by Laxminarayan Hota		EE(Elect.), BED, Bargarh, TPWODL Represented by Priyabrata Joshi(AMC) and Braja Kishore Mishra, SDO(MMG)		


PRESIDENT

ORDER



Brief Facts of the Case

The present case has been registered in this forum vide Case No. 01 of 2025. Brief facts pertaining to the case are that the Complainant is a HT- Industrial (M) Supply consumer having consumer No. 5120-0104-0132 with contract demand of 85 KW.

That the Complainant has raised objection regarding abnormal hike in maximum demand for the month of Oct'2023 and Demand charges levied from Oct'23 to Mar'24.

Gist of Arguments made by the Parties

During the hearing on dated 27-01-2025 both the parties were present. The contentions made by the parties are as follows:

1. Submission of the Complainant:

- a. That, the Petitioner M/s. Kaleswar Stone crusher is a HT- Industrial (M) Supply consumer under the jurisdiction of the Respondent.
- b. That, in the month of Oct'23, when unit was not running due to theft of his materials and some machinery parts, the meter recorded abnormal maximum demand (MD) for which he has been charged with high demand charges from Oct'23 to Mar'24.
- c. That, the complainant also submitted a copy of FIR dated 14-06-2023.

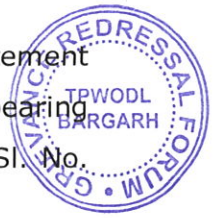
Hence, the complainant prayed before the Forum to investigate the matter properly and direct the respondent to revise the erroneous bills and resolve the dispute accordingly.

2. Reply Submission of the Respondent:

- i. That, the consumer has complained regarding abnormal hike in MD for the month of Oct'23 resulting levy of Demand Charge to the extent of Rs.6900.00 P.M. and continued till Mar'24.
- ii. That, going through the billing records, it is observed that all bills have been raised on the basis of actual meter reading recorded by the installed meter at HT side bearing Sl. No. WES52020 with MF 200. The screen shot of the Dump report has also been submitted.


PRESIDENT

- iii. That, for ensuring the accuracy of the HT meter, the comparison statement of the reading and consumption as recorded by both the HT meter bearing Sl. No. WES52020 with MF 200 and the LT check meter bearing Sl. No. TWSD18000109 with MF 40 has also been submitted.



Findings and observations of the Forum

Written/verbal Submissions made by both parties and arguments heard at length. This Forum, after hearing the parties and going through the relevant documents, FG and Samadhan database (Licensee's soft records) and provisions of law have concluded as follows:

1. That, the MD recorded in HT meter bearing Sl. No. WES52020 with MF 200 for the month of Oct'23 is $0.23 \times 200 = 46$ KVA and demand charges has been levied accordingly and continued up to Mar'24 as per tariff.
2. It is also noted by the Forum while comparison of both HT meter and LT meter that in Oct'23, while the HT meter has recorded MD as 46, the LT meter has recorded 1.64 which looks abnormal. In reply to this, the MMG team has mentioned that, the HT meter records the MD at 15 minutes interval whereas the LT meter records the MD at 30 minutes interval, therefore the LT meter could not record the proper MD.
3. But the Forum is of the view that, both the meters are recording the highest MD during the time slot, whether it is 15 minutes or 30 minutes slot. Therefore, there should not be any difference between both the meter.
4. While comparing the MD recorded in both HT and LT meter, it is found that a new LT meter bearing Sl. No. TWSD18007884 has been installed replacing the old meter bearing Sl. No. TWSD18000109 during reconnection done in Dec'24 whereas the same HT meter is continuing till date. It is noted that MD recorded in both the LT meter contradicting the high MD recorded in HT meter. Again, in Jan'25 and Feb'25 billing, HT meter recorded high MD as compared to MD recorded in LT meter.
5. Hence it is concluded that HT meter may have some technical issues and billing of the high MD period from Oct'23 to Feb'25 may be done as per MD recorded in LT meter in addition to the transformer loss.
6. Therefore, the Forum advised the respondent to test the HT meter and change if required.

Directions of the forum




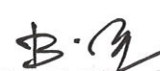
In view of the above findings and observations and considering the documents and statements submitted by both the parties and agreed upon at the time of hearing, the Forum hereby passes orders in consonance with Regulation 157 of the OERC Distribution (Conditions of Supply) Code 2019.

1. The MMFC from Oct'23 to Feb'25 are to be revised as per MD recorded in LT meter as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
2. The respondent is directed to check and analyze the HT meter properly and change the meter if found defective.

Matter is closed herewith and the compliance report to be submitted to the undersigned on or before dated **30-04-2025**.

Accordingly, the case is disposed of.


(P. Dasbhaya)
Member (Finance)
MEMBER
Grievance Redressal Forum
TPWODL, Bargarh-768028


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

No. GRF/BGH/

44(2)

Date: 27-03-2025

Certified Copy to:

- 1) The Zonal Head, Bargarh Zone, TPWODL, Bargarh.
- 2) The Chief Legal, TPWODL, Burla.

"If the complainant is aggrieved with this order or non-implementation of the order of the Grievance Redressal Forum in time, he/she can make the representation to the Ombudsman-II, Qrs. No. 3R-2(S), GRIDCO Colony, P.O: Bhoingar, Bhubaneswar-751022 (Tel. No. 0674-2543825 and Fax No. 0674-2546264) within 30 days from the date of order of the Grievances Redressal Forums".

This order can be accessed at TPWODL website www.tpwesternodisha.com- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 01 of 2025.