

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)/

Date: 07.12.2024

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

1	Case No.	BGH/115/2024			
2	Complainant/s	Name & Address Kalia Patra At-Kendpali, Sohela Dist-Bargarh		Consumer No 5150-0103-7522	Contact No. 8018100161
3	Respondent/s	EE(Elect), BWED, Bargarh			Division B.W.E.D, TPWODL, Bargarh
4	Date of Application	19.10.2024			
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	19.10.24			
9	Date of Order	07.12.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

PRESIDENT



Place of Camp: Office of Subdivisional Officer(Elect), Sohela, TPWODL.

Appeared

For the Complainant- Kalia Patra
Represented by Ananta Patra

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

GRF Case No- BGH/115/2024

(1) Kalia Patra
At-Kendpali,Sohela
Dist- Bargarh.
Consumer No.- 5150-0103-7522

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE/PETITION FILED

The Complaint petition filed in the name of Sri Kalia Patra, At-Kendpali, Sohela, represented by Ananta Patra, contended that, abnormal high energy bills were charged to him considering wrong multiplying factor (M.F) and were also billed wrongly in HT tariff instead of Low tension tariff that ought to be applicable to his Lift Irrigation point. Hence, the complainant prayed before the Forum to settle the billing dispute in an efficacious manner. The complainant did not emphatically submitted the period of billing dispute that were charged abnormally.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted the, Physical Verification Report (PVR) dt. 22.10.24, copy of meter issue report of Meter SL no. "TPU010881", copy of field inspection report dt. 01.11.2023 carried out by MRT,Bargarh and written submission to the case. In reply to the case, the Opposite Party submitted that, the complainant is availing power supply since 13.01.2015 under Irrigation Pumping and Agriculture (HT) category for a load of 02.50KW with meter Sl no. "8104024" and M.F 3.The energy bills were charged on provisional basis from Jul 18 to Jan 23 and in the billing month of Feb 23, the bill was raised for "31617" bill units for 56 months by adjusting all provisional billed amount of RS. 55.127.99/-. The meter Sl No. "8104024" was one 1-ph mater and was installed in the complainant's premises from the date of supply. But the power supply was 3-ph.Hence, M.F 3 was applicable for the period from Jan 2015 to Oct 2021. As per the Physical Verification Report of MRT personnel, dt. 01.11.23, the meter SL No. "TPU010881" was installed in the complainant's premises on dt. 11.11.2021, but the same was updated in FG module on dt. 07.11.2023 and M.F was rectified as 1 in the billing month of Oct 23. The Opposite Party urged before the Forum to issue order as deemed fit.

OBSERVATION/FINDINGS OF THE FORUM

The case is perused with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing Consumer No-5150-0103-7522 having CD-2.5 KW, under HT-Irrigation Pumping & Agriculture category, under ESO Sohela-II. As per the complaint raised by the complainant, the Opposite Party was asked to



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

submit the last meter change protocol report having clarification with regard to meter type, the old meter (meter Sl No. 8104024) final meter reading on the date of replacement and the old meter multiplying factor (M.F), the physical status of supply voltage at which the power is being utilized by the complainant and the clarification with regard to any other consumers utilizing the power supply from the same transformer from which the complainant's Lift Irrigation Point is attached to.



In the matter of petition filed by the complainant, objecting about abnormal and wrong bills charged to him and upon submission made by the Opposite Party, the Forum on scrutinizing the records, reports, observed the following facts to the case.

- i. The tariff applicable to the complainant as HT-Irrigation Pumping and Agriculture, having voltage of supply at 11KV and metering on LT side of the transformer.
- ii. The old meter bearing SL No. "8104024" was installed in the premises from the initial date of power supply i.e on 13.11.2015 and was available for billing purpose upto 10.11.2021. On dt. 11.11.2021, a new meter bearing SL no. "TPU010881" with M.F =1 was physically installed in the complainant's premises , but was later updated in billing on 07.11.2023, after a lapse of almost two years.
- iii. This late updation of meter installation report had resulted in charging provisional bills for long period of time, considering the old meter M.F=3.
- iv. The Opposite Party clarified that, the old meter (Meter SL No. "8104024") was a single phase meter available in the premises from the date of initial power supply till Oct 2021, but since, the power supply was at three phase, the above period bills have been raised considering M.F =3
- v. The ledger abstract revealed that, "6803" units were counted towards billing as recorded upto Jun 18 billing in the meter Sl No. "8104024". Thereafter, provisional bills were continuously charged from July 2018 till Jan 2023.
- vi. That, Feb 2023 bill was charged on actual basis with KVAH "31617" units, having current meter reading of KWH "16288", but with wrong meter No. "8104024" indicated in ledger abstract of the complainant for the month. The provisional bills raised from July 18 to Jan 23, were also adjusted automatically in Feb 23 billing, amounting Rs. 55,127.99/-, that was credited back to the complainant when such above advance reading was punched for billing.
- vii. The Forum observed from the ledger abstract, FG Database (Licensee's Soft records) that, the complainant has been billed from first billing (Jan 15) till Sept 2023 considering the old meter (Meter Sl No.-8104024) multiplying factor as M.F=3.
- viii. That, from Jan 15 to Mar 21, monthly bills were raised considering the KWH parameter of the meter for recording consumption in billing.
- ix. That, from Apr 2021 onwards, monthly energy bills are being raised on KVAH parameters of the meter as per Retail Supply Tariff introduced KVAH billing applicable to HT supply voltage consumers by the Hon'ble OERC.
- x. That, from Oct 2023 onwards, the multiplying factor of the meter was rectified to M.F=1 instead of M.F=3, that should have been updated then from 11.11.2021,during which time a new 3-ph whole current meter bearing SL No. "TPU010881" was physically installed having multiplying factor of M.F=1, but the same meter installation report , with correct meter no. was updated in



billing off late on dt. 07.11.2023 and accordingly monthly energy bills raised from Oct 23 onwards as per new meter actual consumption is found to be correct in manner.

- xi. The monthly abnormal and erratic billing could have been avoided particularly after new meter installation, if timely updation of such report were effected in billing database.
- xii. That, the level of diligence & dexterity expected in execution of duties has not been met by the Opposite Party in this case, which has caused harassment to the complainant and such inaction affects the efficiency of the customer satisfaction and overall productivity of operations of the licensee. The Forum warns the Opposite Party to effect proactive measures to avoid such incidences in future and enhance the commitment to the responsibilities that the Licensee has to carry out.
- xiii. That, in the matter of clarification regarding any other consumers, whether attached to the same transformer as beneficiaries of such supply to which the complainant's Lift Irrigation Point is attached to, the Opposite Party failed to submit any clarification to address this matter. However, on hearing to the case, the Forum learnt to have understood that, there has been other beneficiaries attached to the same transformer, and the complainant is not the sole user of electricity from that point as per oral submission made by the Complainant. Hence, the same transformer is not dedicatedly used by the complainant himself.
- xiv. That, the old meter (bearing Sl No. 8104024) final reading on the date of replacement could not be ascertained due to non-submission of such reports by the Opposite Party.

Hence, to extend fair & reasonable justice to the complainant, the Forum on examining the facts, records and statements available on record, construed that, the provisional and erratic actual bills charged to the complainant from Oct 2021 to Sept 2023 are to be revised by the Opposite Party as per Regulation 157 of OERC Distribution(Conditions of Supply)Code,2019, taking into account the KVAH reading parameter of the existing meter having Sl No. "TPU010881", on monthly average basis considering M.F=1 of the same meter from the date /month of installation of the same till Sept 2023, or, as per the actual KVAH readings recorded month on month basis during the aforementioned period, if such reading/dump report of the existing meter is available with the Opposite party. Since, no old meter final reading is available on record, the provisional bills raised prior to Oct 2021 billing, can't be considered for revision as per the regulatory provisions stipulated.

Again, to rule out the ambiguity regarding the Supply Voltage of the complainant, the Opposite Party is required to ascertain, whether, any other consumers are availing power supply from the same transformer to which the complainant's Lift Irrigation Point is attached to and revise the above period bills accordingly on High Tension (HT) or Low Tension (LT) tariff under Irrigation Pumping and Agriculture category and update the supply voltage as verified into billing database, if any changes are required for billing purposes. However, the entire process of proper field verification and bill revision thereof, should be carried out within a month of this order to extend fair justice to the complainant with reasonable promptitude.

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 from Oct 2021 to Sept 2023 under Irrigation Pumping and Agriculture category, as per regulation 157 of OERC Distribution (Conditions of Supply) Code, 2019 on the basis of actual monthly average consumption recorded in existing meter Sl No. "TPU010881" with M.F =1, taking into account KWH or KVAH parameters for bill revision, depending upon the field verification report to be carried out to ascertain the voltage of Supply (HT or LT) of the complainant and revision of such above period bills accordingly. In this context, the Opposite Party is required to update the supply voltage (HT or LT) as per above verification carried out, if any changes are required for billing purposes without any delay.
2. The Opposite Party is directed to serve the revised energy charges bill with revised due date within 30 days from the date of issue 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 and ensure payment thereof.
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)
Grievance Redressal Forum
TPWODL, Bargarh-768028


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

Copy to: -

1. Kalia Patra, Kendpali, Sohela, Dist-Bargarh, Mob-8018100161.
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 at TPWODL Website, Tpwesternodisha.com-Customer Zone-Grievance Redressal Forum-BGH-(GRF Case No . BGH 115 of 2024)