

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

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President

Sri Pulakesh Dasbhaya

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Member (Finance)

1	Case No.	BGH/131/2024			
2	Complainant	Name & Address:		Consumer No:	
		M/s Sarangi Rice Huller		5120-0000-0129	
		Prop.: Smt. Urmila Sarangi		Contact No.:	
		At/PO- Katapali, Bargarh		9438541700	
3	Respondent	Name		Division	
		EE(Elect.), BED, Bargarh, TPWODL.		BED, TPWODL, Bargarh.	
4	Date of Application	18.12.2024			
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	02.01.2025, 27.01.2025			
9	Date of Order	31-01-2025			
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 Sarangi Rice Huller Represented by Pawan Kumar Sarangi		EE(Elect.), BED, Bargarh, TPWODL Represented by Priyabrata Joshi(AMC) and Braja Kishore Mishra, SDO(MMG)		

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ORDER



Brief Facts of the Case

The present case has been registered in this forum vide Case No. 131 of 2024. Brief facts pertaining to the case are that the Complainant is a HT-Large Industry consumer having consumer No. 5120-0000-0129 with contract demand of 130.00 KVA.

That the Complainant has raised objection regarding high consumption bills served to him from 01-07-2024 to 13-12-2024.

Gist of Arguments made by the Parties

During the hearing on dated 02-01-2025 and 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. Sarangi Rice Huller is a HT-Large Industry consumer under the jurisdiction of the Respondent.
- b. That, in the month of Aug'24, milling in the unit was closed for more than 25 days, but a huge amount of Rs.181003.00 is served upon to him in Sep'24.
- c. That, when objected by the complainant vide letter dated 03-09-2024, the respondent installed parallel meter for cross checking of authentication of reading.
- d. That, even the HT meter, LT smart meter and LT normal meter which were installed for cross checking are showing defective consumption. In the month of Nov'24 milling was closed for a week but during that period the consumption has been recorded as much as 348 units. The consumption pattern of all three meters' consumption has been submitted vide Annexure-1.


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 erroneous billing due to abnormal bill for the month of Aug'24 with billed unit of 26592.45 and current billing to the extent of Rs.181002.96.


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- ii. That, referring the dispute raised by the consumer, the bill for the month of Aug'24 was gone through details (attached for kind reference) and it is worth mentioned here that an additional unit to the extent of 14222.45 has been added and bill has been raised for 26592.45 for the month of Aug'24.
 - iii. That, on detection of faulty 11KV PT on 06-08-24, the details of both the check meter and billing meter were analyzed and after due comparison, differential unit of 14222.45 for the period 01-07-24 to 01-09-24 has been adjusted in the billing month of Aug'24.
 - iv. That, further the defective PT has been replaced with a new one on 20-09-2024 and due to the same reason, additional unit of 11551 has been adjusted in the billing month of Sep'24 (For the period 01-09-24 to 20-09-24).
 - v. That, both the bills for the month of Aug'24 and Sep'24 have been raised taking in to consideration the additional unit to be claimed as provided by MMG team and the details of calculation of additional unit in soft copy has 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 and provisions of law have concluded as follows:

1. That, after receiving the bill for the month of Aug'24 for an amount of Rs.181002.96 with a billing units of 26592.45, the complainant made an objection to the respondent regarding accuracy of the meter.
2. After that, the respondent checked the metering arrangements and found 11KV PT fault on 06-08-2024 due to which the HT meter (billing meter) bearing SI no. WES48875 was not recording the consumption properly. After analyzing the data, respondent made an additional bill from 01-07-2024 to 20-09-2024 based on consumption recorded in LT smart meter bearing SI. No. TWSD18001588 and from 21-09-2024 to 30-09-2024 based on HT meter consumption as new PT was installed on 20-09-2024.
3. Again, complain was made by the complainant regarding accuracy of the LT smart meter stating that his mill was closed more than 25 days in Aug'24 and consumption recorded in LT smart meter is also erratic.
4. After that, respondent installed another LT check meter bearing SI. No. WES52707 on 07-10-2024 to compare the LT smart meter consumption. In

between a new HT meter bearing Sl. No. TWH20431 has been changed on 19-10-2024 due to old HT meter was defective.



5. It is noted by the Forum from the consumption comparison statement from 19-10-2024 to 12-12-2024 of all the three meters bearing Sl. No. TWH20431 (HT Meter), TWSD18001588 (LT smart meter) & WES52707 (LT check meter) submitted by the respondent that the variance in consumption from HT meter and LT smart meter with LT check meter is 19%.
6. Again, to check the accuracy a new LT check meter bearing Sl. No. WES51029 was replaced on 12-12-2024.
7. Again, it is noted by the Forum from the consumption comparison statement from 14-12-2024 to 31-12-2024 of all the three meters bearing Sl. No. TWH20431 (HT Meter), TWSD18001588 (LT smart meter) & WES51029 (New LT check meter) submitted by the respondent that the variance in consumption from HT meter with New LT check meter is 11% and variance in consumption from LT Smart meter with New LT check meter is 60%.
8. Therefore, it is concluded that, LT smart meter was not recording proper consumption due to some technical problems which could not be explained by the respondent.
9. In between, again it was found by the respondent that HT metering was fault and rectified on 14-12-2024. Therefore, it is noted by the forum that the consumption recorded in the HT meter up to 14-12-2024 was not proper.

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 billing from 07-10-2024 to 13-12-2024 is to be done as per meter readings of LT check meter bearing Sl. No. WES52707.
2. The billing from 01-07-2024 to 06-10-2024 is to be done as per average of 07-10-2024 to 13-12-2024 consumption of LT check meter Sl. No. WES52707.
3. From 14-12-2024, consumption of new HT meter bearing Sl. No. TWH20431 is to be taken for billing purpose.


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Matter is closed herewith and the compliance report to be submitted to the undersigned on or before dated **28-02-2025**.

Accordingly, the case is disposed of.


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


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

No. GRF/BGH/ 12⁽²⁾

Date: 31.01.2025

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: Bhoinagar, 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 131 of 2024.