

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)/ 112⁽⁴⁾

Date: 29.08.2024

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

1	Case No.	BGH/87/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Dhaneswar Sahu At-Banjari, Sohela Dist-Bargarh		5150-0103-8768	7978525875
3	Respondent/s	EE(Elect), BWED, TPWODL		Division B.W.E.D, TPWODL, Bargarh	
4	Date of Application	15.07.2024			
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, 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	15.07.2024			
9	Date of Order	29.08.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

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



Appeared

For the Complainant- Sri Dhaneswar Sahu
Represented by Sri Tikeswar Sahu

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

GRF Case No- BGH/87/2024

(1) Sri Dhaneswar Sahu
At-Banjari,Sohela
Dist- Bargarh,
Consumer No.- 5150-0103-8768

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed in the name of Sri Dhaneswar Sahu, At-Banjari,Sohela, represented by Sri Tikeswar Sahu, objected about abnormal bill charged in August 2023 with 113281 bill units. Further the complainant averred that, another consumer in the name of Mahendra Sahu, bearing SC No. 5150-0103-6593 is availing supply from the same line . Hence, the complainant prayed before the Forum to direct the Opposite Party to resolve the billing dispute.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted the Physical Verification Report dt. 16.07.2024, Ledger abstract of the complainant from Dec 2020 to Jun 2024, Single Line Diagram and the written submission to the case. In reply to the case, the opposite party submitted that, the energy bill of the complainant was raised on Provisional/Average basis from May 2020 to July 2023. One new meter Sl No. "2971392" was installed in the complainant's premises on dt. 06.09.2023, as the old meter was defective. In the month of Aug 2023 the energy bill was raised on actual basis for bill units of "135299" with CMR 113281. Thereafter, the meter Sl No. "2971392" was replaced with a new meter bearing SL No. "10043452" and reflected in billing in the month of Sept 2023. In Physical Verification Report dt. 16.07.2024, the Opposite Party mentioned that, meter Sl No. "100143452" is installed at the complainant's premises and meter, Sl No. "TWSC59002689" of Mahendra Sahu, bearing SC No. 5150-0103-6593 is connected in series with the complainant's meter and getting supply from it.

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- 5150-0103-8768, having CD-2.50KW, under HT-Irrigation Pumping And Agriculture Category, under ESO, Sohela-I. The initial date of power supply to the complainant's premises was effected on 18.05.2020. The billing database revealed that, the energy bills of the complainant from May 2020 to


PRESIDENT

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July 2023 were raised on Average basis with meter status "without meter". One meter bearing Sl No. "2971392" was installed in the complainant's premises and updated in the billing database during the billing month of Aug 2023 and actual energy bill was raised for "135299" bill units with CMR "113281" thereby charging Rs. 1,94,456.9/- in a single month. Thereafter, a new meter bearing Sl No. "10043452" was installed in the complainant's premises replacing the old meter bearing Sl No. "2971392" on dt. 09.09.2023 and reflected in the billing database in the billing month of Sep 2023. Actual energy bills are being charged to the complainant from Sep 23 till the last bill.



The opposite party submitted that, meter Sl No. "2971392" was installed in the complainant's premises on dt. 06.09.2023. Whereas, in the metering arrangement test report dt. 06.09.2023, the MRT Officials mentioned that, the said meter Sl No. "2971392" was installed in the complainant's premises on dt. 01.09.2020. Therefore, it is construed that the meter was installed at the complainant's premises since Sept 2020, but reflected in billing in the month of Aug 23 and huge units billed in Aug 2023.

Further, the Forum observed from the Single line diagram that, two meters, one of the complainant consumer and other in the name of Mahendra Sahu, bearing SC No. 5150-0103-6593 (whose initial power supply was released on dt.30.06.2011) are connected in series. Hence, the meter of the complainant is recording the reading of both consumers.

As per the single line diagram submitted by the Opposite Party, it was revealed that, the meter Sl no. "2971392" was installed against the complainant's connection had recorded the total consumption, i.e, "113281" KWH of both the consumers (including another consumer in the name of Mahendra Sahu as stated above) in the month of Aug 2023, that resulted into abnormal charging of Rs. 1,94,456.90/- in a single month which also includes the consumption of another consumer No. 5150-0103-6593. The Physical Verification Report drawn on 16.07.2024 against SC No. 5150-0103-8768 (the complainant in this case) and SC No. 5150-0103-6593 (another consumer in the name of Mahendra Sahu) revealed that due to wrong metering arrangements against the two Lift Irrigation Points attached to the same 25KVA transformer, i.e the outgoing supply from the meter of the complainant has been wrongly attached to the incoming side of another meter attached to another adjacent consumer, and the meter installed against the complainant's connection had recorded total consumption for the usage between both the connections (even though another SC No. 5150-0103-6593 was recording separate distinct consumption as recorded against another meter attached to the above stated supply) and the complainant was abnormally charged in Aug 2023 for such total consumption recorded against both the supply. It was also observed that, the same metering arrangements have been continuing wrongly as series connections that could have been rectified upon physical inspection carried out. Again , the continuance of this wrong metering arrangements have also resulted into charging of total consumption units recorded against both the connections, into the complainant's account until last billing done.

Hence, in order to derive the actual monthly average consumption of the complainant out of the total accumulated units of KWH "113281" as recorded in Aug 2023 billing (where the usage is counted

towards both the Lift Irrigation Point connections availed power supply), the Opposite Party is required to ascertain the total consumption and simultaneous actual monthly average consumption as recorded in meter No. "TWSC 59002689" installed against another Lift Irrigation Point consumer bearing SC No. 5150-0103-6593, from the date of installation of the same till last billing and deduct the same total consumption as derived from the above parameter, from the total consumption so recorded and billed against the complainant's connection taking into account the same period of assessment as estimated against another SC No. 5150-0103-6593. In this way by deducting the total consumption recorded in another connection (during Jan 2024 till last billing), from the complainant's total connection recorded during the same period as estimated above, the Opposite Party would be able to derive the balance exclusive units recorded against complainant's connection and the monthly average units accordingly. Once the monthly average consumption is ascertained against the complainant's connection, the total units are to be estimated out of the entire units of KWH "113281" and be revised from the month of first billing i.e Dec 2020 upto the month of energy billing where such metering arrangements were rectified and separated with distinct meter recording facility.

The Opposite Party is also required to charge the remaining balance units out of "113281" KWH for the period from Dec 2020 to Aug 2023, on monthly average consumption basis as derived from consumption recorded in meter Sl No. "TWSC 59002689" from the date of installation till last billing and also revise the bills from Sept 2023 upto the month of metering rectification arrangement done.

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 ascertain the total consumption units against the complainant's connection out of total units of KWH "113281" as recorded in Aug 2023, in the meter Sl No. "2971392" (as recorded against both the Lift Irrigation Point connections available as per series connection done wrongly) and revise the energy bills from Dec 2020 to Aug 2023 by spreading over the total units so derived above, on monthly average basis.*

The Opposite Party is required to ascertain the total consumption of the complainant on the basis of deducting the total consumption recorded in another SC No. 5150-0103-6593 (from the date of installation of the same meter till last billing), from the total consumption units as recorded against the complainant's connection during the same period of assessment. In this context, the monthly average consumption against SC No. 5150-0103-8768 and another SC No. 5150-0103-6593 are also to be derived.

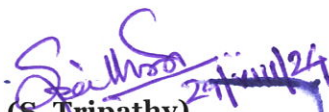
- 2. The Opposite party is directed to revise the energy bills charged from Sept 2023 till such billing where the metering arrangements are rectified and separated with distinct meter reading*


facility and on the basis of monthly average consumption as per the structure mentioned in Para-I of the above order.

3. The Opposite Party is directed to charge the remaining units out of total units of KWH 413281 (recorded in metre SL No.1 "2971392") against another SC No. 5150-0103-6593 (in the name of Sri Mahendra Sahu) and revise the energy bills from Dec 2020 to Aug 2023 by spreading over the above total units as ascertained, on the basis of monthly average basis as evaluated in Para-I of the above order.
4. The Opposite Party directed to revise the energy bills charged to SC No. 5150-0103-6593 (in the name of Sri Mahendra Sahu) from Sept 2023 till such billing where the metering arrangements are rectified and separated with distinct meter reading facility and on the basis of monthly average consumption as per the structure mentioned in Para-I of the above order.
5. The Opposite Party is directed to rectify /change the metering arrangements presently connected in series with each other without further delay in order to avoid further generation of wrong bills.
6. The Opposite Party is directed 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.
7. 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.
8. 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
Grievance Redressal Forum
TPWODL, Bargarh-768028


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

- Copy to:
1. Sadaananda Mohar, At-Grinjel, Sohela, Dist-Bargarh, Mob-9861046637.
 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.orierc.org under the "head "Cases->"GRF".