

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)



Date: 14.03.2024

Ref: GRF/Bargarh/Div/BED/ (Final Order)/ 50⁽⁴⁾

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

1	Case No.	BGH/04/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sameera Sahu At-Badaamlipali, Bhatli, Dist-Bargarh	5120-0103-6975	8917351572	
3	Respondent/s	EE(Elect), B.E.D, TPWODL	Division B.E.D, TPWODL, Bargarh		
4	Date of Application	06.01.2024			
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	06.01.2024			
9	Date of Order				
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: Sub-Division Office, TPWODL, Bhatli.

Appeared

For the Complainant- Sameera Sahu

For the Respondent - EE (Elect.), BED, Bargarh, TPWODL.

GRF Case No- BGH/04/2024

(1) Sameera Sahu

At-Badaamlipali

Bhatli,

Dist- Bargarh.

Consumer No.- 5120-0103-6975

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The grievance petition initially registered at GRF,Burla dt. 14.11.2023 and upon transfer of the instant case, the case is hereby reregistered on dt. 02.01.2024 by this Forum, for necessary adjudication and order thereof.

The Complaint petition filed by Sameera Sahu, At-Badaamlipali, Bhatli, objected about billing made on transformer meter instead of consumer meter. The complainant further objected that one consumer named Sri K. C Sahu, Consumer No. 5120-0103-6572 is also availing power supply from the same transformer, whose consumption is also recorded in the complainant's billing Meter. The Complainant prayed before the Forum to direct the Opposite Party to resolve the billing dispute accordingly.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted the ledger copies from Apr 2018 to Oct-2023, Physical Verification Report (PVR) of Sameera Sahu, Consumer No. 5120-0103-6975 & Krushna Chandra Sahu, Consumer No. 5120-0103-6572 and Single Line diagram of previous metering arrangement. In reply to this case, the Opposite Party submitted that, on verification and after due enquiry it was revealed that , Mr. Krushna Ch. Sahu , Consumer No. 5120-0103-6572, was availing power supply from the village transformer. Later on Mr. Sameera Sahu, the complainant consumer, bearing Consumer No. 5120-0103-6975, availed powers upply with due observation of all official formalities and installation of new transformer. The L.I point of Mr. Sameera Sahu has ben energized on dt. 08.03.2018 and availing power supply at 11KV with metering arrangement at the LT side. On the same date i.e on 08.03.2018 the service connection wire was connected with the new transformer installed by Mr. Sameera Sahu for L.I point. The same has resulted in recording of total consumption of both the meter in the single meter meant for Mr. Sameera Sahu. After receipt of complaint the connection status along with metering arrangement was verified and rectified with replacement of meter on dt. 14.11.2023. At present, both the consumers have been availing Power supply from the same transformer and metering arrangement has been done correctly to record the actual consumption of each individual. Hence, the Opposite party urged before the Forum to issue necessary orders to revise the energy bills as deemed fit.

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-5120-0103-6975 having CD-3 HP, under LT-Irrigation pumping & Agriculture category, under ESO-Bhatli. On examining the case in detail, it was observed that the date of power supply to the complainant premise was extended on 08.03.2018. Continuous Provisional bills were charged from the date of Power supply till Nov 2022 billing. Dec 2022 bill was raised abnormally on actual basis with "137735" KVAH units, considering the recorded meter reading of KVAH "137735" recorded in the meter Sl No. "WSC46495", that was available in the premise since the date of initial Power Supply. Consequently, the complainant was charged with an amount of Rs. 1,86,563.83/- in Dec 2022 billing. Thereafter, actual bills were raised in Jan 2023 & Feb 2023 @ 2014KVAH units & @4015 KVAH units respectively. Again, provisional bills were charged thereafter from Mar 2023 to Oct 2023 @ 2396 units/@2075 units/@3748 units/@2113 units/@1908 units/@3408 units. FG database (Licensee's Soft records) revealed that a new smart meter bearing Sl No. "10047617" was installed in the complainant's premises on dt. 14.11.2023 and actual bills were charged thereafter from Nov 2023 to Jan 2024 @286 KWH units/@256 units/@230 KWH units as per actual advanced meter reading recorded in the new meter installed. The PVR dt. 06.02.2024 indicated that the existing meter having Sl No. "10047617" has been in running condition with advanced meter reading recorded as KWH "000606" and meter status found "OK".

The complainant disputed about wrong charging of entire consumption recorded in 25KVA DTR meter, into his account, to which another consumer in the name of Sri Krushna Ch. Sahu bearing SC No. 5120-0103-6572 is also attached to the same transformer. The Forum observed from the FG database that power supply to another consumer in the name of Sri Krushna Ch. Sahu , bearing SC No. 5120-0103-6572 was initially extended on dt. 07.11.2013. Average bills were continuously charged from July 2016 to July 2022. A new Meter bearing Sl No. "TPU048037" was installed and updated in billing in Aug 2022, but provisional bills were charged from Aug 2022 to July 2023. The Opposite Party clarified that the same meter was installed wrongly on the outgoing side of the complainant's meter bearing Meter Sl No. "WSC46495". Subsequently, a new smart meter was installed on 14.11.2023, bearing Meter Sl No. "10047620" and actual bills were continued to charge from Oct 2023 onwards.

On hearing of the case, the Forum observed that, 3 H.P L.I. point of the complainant was energized on 08.03.2018 and has been availing power supply at 11KV with metering arrangement at L.T side. It was clarified that another consumer in the name of complainant's father, Sri Krushna Ch. Sahu, had another 3 H.P L.I Point that was earlier running from the village transformer. As there was acute low voltage in the village transformer, his line was shifted later to the complainant's 25KVA Distribution Transformer. From then, two L.I Points have been running from the same 25 KVA DTR. The Opposite Party was asked to clarify the date of shifting of connection of Sri Krushna Ch. Sahu bearing SC No. 5120-0103-6572 to the 25KVA DTR on which the complainant's connection is already attached to. The Opposite Party in reply to this case clarified that another connection in the name of Sri Krushna Ch. Sahu was shifted to the complainant's transformer (25KVA DTR) on dt. 08.03.2018, on which date L.I Point of the complainant was initially energized.

After scrutiny it was observed that, the complainant bearing Consumer No. 5120-0103-6975 and its neighbour consumer Sri K.C Sahu, bearing Consumer No. 5120-0103-6572 are getting power supply from the same transformer. The billing meter of the complainant was installed on the transformer, which is recording the consumption of both the aforementioned consumers. The entire consumption recorded in the transformer meter is being billed on complainant's consumer No. 5120-0103-6975. The billing on transformer meter on Dec 2022 on consumer no. 5120-0103-6975, where another consumer is also consuming, is completely incorrect process, for which the complainant was billed for consumption of both consumers incorrectly.

Hence, from the above facts and records submitted by both the parties, it was observed that the complainant's 3 H.P L.I Point connection was extended on 08.03.2018 from the 25 KVA DTR attached to the L.I Point and another consumer in the name of Sri Krushna Ch. Sahu, with initial date of supply being on dt. 07.11.2013, was also shifted to the same transformer from village transformer on the same date on dt. 08.03.2018. It was observed that the consumption recorded and billed against the complainant in Dec 2022 on actual basis as per the advanced meter reading recorded in Meter Sl No. "WSC46495" as KVAH "119236" and subsequently actual bills charged in Jan 2023 & Feb 2023 with advanced meter reading of KVAH "124517" recorded & so billed in Feb 2023 against the complainant is the total consumption so consumed by both the beneficiaries, as mentioned above, attached to the same transformer, from the date of energization i.e from 08.03.2018 till Feb 2023 & there were no advancement in meter reading from Mar 2023 till replacement of the same meter with a smart meter.

Hence the Forum is of the construed opinion that , the total accumulated consumption recorded in the meter Sl Noi. "WSC46495" attached to the 25KVA DTR & billed totally against the complainant consumer is to be spreaded over between the complainant and another consumer namely Sri Krushna Ch. Sahu attached to the same transformer, as per their contracted load. Since. It is not possible to figure out the actual drawal of energy between the two parties, attached to the same transformer during the period under dispute, the consumption so recorded in the 25KVA DTR side, as recorded to be spreaded over between the two beneficiaries i.e the complainant in this case bearing SC No. 5120-0103-6975 and another consumer Sri Krushna Ch. Sahu, bearing SC No. 5120-0103-6572.

The Provisional bills charged again to the complainant from Mar 2023 to Oct 2023, that were not adjusted in subsequent billing months, are required to be revised as per the actual monthly average consumption so recorded in the existing smart meter installed bearing SL No. "10047617" in order to resolve the billing dispute accordingly.

This order pronounced is delayed due to late submission of factual reports and statements by the Opposite Party.

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 bearing SC No. 5120-0103-6975 and also to revise the energy bills charged to another consumer, in the*

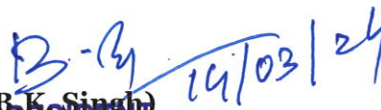
name of Sri Krushna Ch. Sahu, bearing SC No. 5120-0103-6572, for the period from Dt. 08.03.2018 (i.e from the date of energization in both the cases above) till Feb 2023, by recasting the total consumption units of "124517" so accumulated in the meter Sl No. "WSC46495" recorded as on Feb 2023 billing, between the afore mentioned two beneficiaries, to be evaluated as per their contracted load, for the purpose of bifurcation of total units as mentioned above, 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 revise the Provisional bills charged to the complainant from Mar 2023 to Oct 2023, on the basis of succeeding six months actual monthly average consumption recorded in the Meter Sl No. "10047617" from the date of installation of the same.
3. 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 and ensure payment thereof.
4. 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 as per regulation- 144 of OERC Distribution(Conditions of Supply)Code,2019.

The Opposite party is directed to submit the compliance report to this Forum within three 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
14/03/24


(B. K. Singh)
President
Grievance Redressal Forum
TPWODL, Bargarh-768028
14/03/24

Copy to :-

1. Sameera Sahu, At-Baadamlipali, Bhatli, Dist-Bargarh. Mob-8917351572
2. Sub-Divisional Officer (Elect.), Bhatli, TPWODL, Bhatli with the direction to serve one copy of the order to the Complainant/Consumer.
3. Executive Engineer (Elect.), BED, 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".