

**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)/ 129<sup>(4)</sup>

Date: 25.10.2024

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

1	Case No.	BGH/108/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Lambodhar Bhue At-Telipada, Barpali Dist- Bargarh.		5151-0107-0274	9777567925
3	Respondent/s	SDO(Elect), Barpali, TPWODL			Division B.W.E.D, TPWODL, Bargarh
4	Date of Application	25.09.24			
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	25.09.24			
9	Date of Order	25.10.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

**B.K**  
**PRESIDENT**

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

**Place of Camp:** Office of SDO (Elect), Barpali, TPWODL.



**Appeared**

**For the Complainant-** Lambodhar Bhue

**For the Respondent -** SDO (Elect), Barpali, TPWODL.

**GRF Case No- BGH/108/2024**

(1) Sri Lambodhar Bhue  
At-Telipada, Barpali  
Dist- Bargarh,  
Consumer No.- 5151-0107-0274

**COMPLAINANT**

**VRS**

(1) SDO (Elect.), Barpali, TPWODL

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complaint petition filed by of Sri Lambodhar Bhue, At-Telipada, Barpali, objected about long provisional bills charged till Jan 2023, and abnormal energy bill raised with 5200 units abruptly in a single month, even though a new meter was installed during the year 2018. Hence, the complainant prayed before the Forum for an efficacious remedy for resolution of the billing dispute.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party submitted the ledger copies from July 16 to Sept 24, the Physical Verification Report dt. 22.10.24 and the written submission to the case. In reply to the case, the ESO, Barpali-I has mentioned in the Physical Verification Report that, after field verification it is found that the meter in the complainant's premises was installed on dt. 04.05.2021. Therefore, the Opposite Party urged before the Forum to issue order as deemed fit.

**OBSERVATION**

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-5151-0107-0274, having CD-01KW, under LT-Domestic category, under ESO, Barpali-I. On examining the case in detail, it was observed that, the initial date of power supply to the complainant was effected on 21.07.2016 with meter Sl No. "WUV13566". The first energy bill was generated on July 16 on actual basis. The energy bills from July 16 to Mar 21 were raised on actual/provisional basis from time to time. From the ledger abstract it is found the energy bills from Apr 21 to Jan 23 were raised on Provisional basis. One new meter bearing Sl No. "LW616103" was installed in the complainant's premises replacing the old meter Sl No. "WUV13566" and was reflected in the billing database in the month of Apr 23. The energy bill for the month of Apr 23 was raised on actual basis with "5134" bill units. The Opposite Party was asked to submit the last meter change protocol. But the Opposite Party couldn't produce the same. However, the ESO(Elect), Barpali-I has certified in the physical Verification Report dt. 22.10.2024, that, as per field verification it was found that the said meter Sl No. "LW616103" was installed in the complainant's premises on dt. 04.05.2021.



From the documents submitted by the Opposite Party, the Forum construed that, Meter Sl No. "LW616103" was installed in the complainant's premises on dt. 04.05.2021, but the same was updated in the billing database off late. Therefore, the complainant was charged with the accumulated unit of "5132" in a single month i.e in Apr 23. Hence, in order to extend fair and reasonable justice to the complainant, the Forum construed that, the energy bill of the complainant is to be recasted and revised from the date of installation of meter Sl No. "LW616103", i.e 04.05.21 to Apr 2023 by spreading over the total bill units recorded in meter Sl No. "LW616103" as on Apr 2023 i.e "5132" units from the date of installation of the meter.

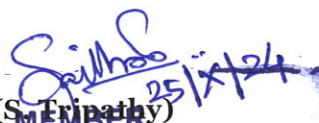
### **ORDER**


*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 and reassess the energy bills charged to the complainant for the period from Apr 2021 to Apr 2023, on the basis of actual monthly average consumption to be derived from the total accumulated units so recorded in the Meter No. "LW616103", (installed on 04.05.2021 as certified by the Opposite Party) as on Apr 2023, by spreading over the entire units accumulated i.e "5132" units on monthly average basis from the date of installation of the same meter, duly adjusting the bill revision made earlier and/or, the benefit arising out of the OTS Scheme, if any.*
- 2) *The Opposite Party is advised to serve the revised energy charges bill with revised due date within 30 days from the issue of this Order, upon revision of previous bills, if any, payable by the consumer.*
- 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. Lambodhar Bhue, At-Telipada, Barpali, Dist-Bargarh, Mob-9777567925.
2. Sub-Divisional Officer (Elect.), Barpali, 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](http://www.orierc.org) under the "head "Cases->"GRF".