

**Grievance Redressal Forum**  
**TPWODL, BARGARH**  
 First Floor, Raymond Building, Bandutikra Chowk,  
 Bargarh, Pin- 768028  
 Email: [grf.bargarh@tpwesternodisha.com](mailto:grf.bargarh@tpwesternodisha.com), Ph No.06646-230135  
 Bench: Sri B.K Singh (President) and Sri S. Tripathy, Member (Finance)



Ref: GRF/Bargarh/Div/BED/ (Final Order)/ 128(4)

Date: 21.10.2024

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

1	Case No.	BGH/110/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Mukunda Khamari Dalab, Bheden Dist- Bargarh.		5125-2301-0134	7751870999
3	Respondent/s	SDO(Elect), Bheden, TPWODL			Division B.E.D, TPWODL, Bargarh
4	Date of Application	26.09.24			
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	26.09.24			
9	Date of Order	21.10.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

**Place of Camp:** Office of Electrical Section Officer, Khuntlipali, TPWODL.



**Appeared**

**For the Complainant-** Mukunda Khamari  
Represented by Samar Khamari

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

**GRF Case No- BGH/110/2024**

(1) Sri Mukunda Khamari  
At/PO-Dalab, Bheden  
Dist- Bargarh,  
Consumer No.- 5125-2301-0134

**COMPLAINANT**

**VRS**

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

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complaint petition filed in the name of Sri Mukunda Khamari, At/PO-Dalab, Bheden, represented by Sri Samar Khamari disputed about abnormal high energy bill raised in the month of May 2016 & Apr 2016. 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 Aug 01 to Aug 24, the Physical Verification Report dt. 04.10.2024 and the written submission to the case. In reply to the case, the Opposite Party submitted that, the energy bill for the month of Apr 16 May 16 was raised against the accumulated units recorded in the meter. Therefore, the Opposite Party urged before the Forum to issue order 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-5125-2301-0134, having CD-02.50KW, under LT-Domestic category, under ESO, Khuntlipali. On examining the case in detail, it was observed that, the initial date of power supply to the complainant was effected on 06.11.2000 with meter Sl No. "39172". The first energy bill was generated on Aug 2001 on provisional basis. Thereafter, the energy bills from Oct 01 to Jan 15 were raised on actual/provisional/average basis from time to time. From the ledger abstract it is found that one new meter bearing Sl No. "WCG17390" was installed in the complainant's premises replacing the old meter Sl No. "39172" and was reflected in the billing database in the month of Feb 16. The energy bill for the month of Feb 16 was raised on Provisional basis. Thereafter from the month of Mar 16 onwards the energy bills were raised on actual basis. In the month of Apr 16, the bill was raised for "2732" units with CMR "2982". Then, in the billing month of May 16, the complainant was charged with "542" bill units with CMR "3524". After scrutiny, it was found from the ledger abstract that, from the month of Feb 16 to Apr 24 the complainant was charged with very low bill units in some months and with high units in another months. One new meter bearing Sl No. "TWST1744522" was installed in the complainant's premises and updated in the billing database in the billing month of May 24.



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. "WCG17390", i.e Feb 2016 to Apr 2024 by spreading over the total bill units recorded in meter Sl No. "WCG17390" as on Apr 2024 i.e "16157" units from the date of installation of the meter.



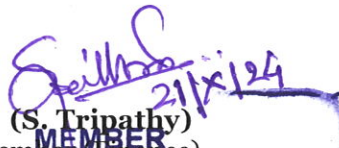
### **ORDER**

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 Feb 2016 to Apr 2024, on the basis of actual monthly average consumption to be derived from the total accumulated units so recorded in the old meter (Meter No. "WCG17390") as on Apr 2024, by spreading over the entire units accumulated i.e "16157" 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**

Copy to: **TPWODL, Bargarh-768028**

  
(B.K. Singh)  
President

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

1. Mukunda Khamari, At/po-Dalab, Bheden, Dist-Bargarh, Mob-7751870999.
2. Sub-Divisional Officer (Elect.), Bheden, TPWODL, 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](http://www.orierc.org) under the "head "Cases->"GRF".