

**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/BED/ (Final Order)/ 13/14

Date: 25.10.2024

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

1	Case No.	BGH/112/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Souri Charan Barik At-Beherapali, Hatisar, Bhatli Dist-Bargarh		5120-0103-6707	9337311217
3	Respondent/s	EE ( Elect), BED, Bargarh , TPWODL			Division B.E.D, TPWODL, Bargarh
4	Date of Application	27.09.24			
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	04.10.24			
9	Date of Order	25.10.2024			
10	Order in favour of	Complainant	Respondent	Others	✓
11	Details of Compensation awarded, if any.	NIL			

D. B.  
**PRESIDENT**

**Hearing At:** Office of President, GRF, Bargarh, TPWODL.

**Appeared**

**For the Complainant-** Souri Charan Barik



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

Represented by Sri Priyabrata Joshi, JFM (Fin), BED, Bargarh, TPWODL

**GRF Case No- BGH/112/2024**

(1) Souri Charan Barik  
At-Beherapali, Hatisar, Bhatli,  
Dist- Bargarh.  
Consumer No.- 5120-0103-6707

**COMPLAINANT**

**VRS**

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

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complaint petition filed by Souri Charan Barik, At-Beherapali, Bhatli, objected about disconnection of power supply from 25.06.20 to Jan 24 due to transformer failure, but energy bill was raised on provisional basis during the same period. Hence, the complainant prayed before the Forum for resolving the billing dispute.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party submitted the ledger copies from Nov 14 to Sept 24, Physical Verification Report (PVR) dt. 03.10.24 and written submission in this case. In reply to the case, the Opposite Party submitted that, the initial date of power supply to the complainant's premises was effected on 21.11.2014 with CD 3 HP. The transformer of the complainant got failed on dt. 25.06.20 due to lightening and the same was replaced on dt. 21.03.2021. Thereafter, upon replacement of the meter and cable, the power supply to the complainant's premises was restored on dt. 19.02.2024. During the no supply period the energy bill was raised on provisional/average basis. After careful consideration of all facts and records, the bill raised during the transformer burnt period from July 20 to Mar 21 and for the period from Apr 21 to Jan 24, during which the power supply was not available due to defective cable, was revised by the Opposite Party and an amount of Rs. 16,540.83/- is withdrawn from the complainant's account except the fixed charge. The copy of approved bill revision proposal is submitted by the Opposite Party. The opposite party urged before the Forum to issue necessary 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-5120-0103-6707 having CD-03 HP, under LT-Irrigation Pumping and Agriculture Category, under ESO-Bhatli. The initial date of power supply to the complainant was effected on 20.11.2014. It is observed by the Forum from the ledger abstract that, energy bills of the complainant from Nov 14 to May 20 were raised on Provisional/Actual basis from time to time. As per the grievance petition of the complainant, the power supply to his premises was disconnected since Jun 20 due to transformer failure. It is seen from the ledger abstract that, energy bills were raised on Provisional/

*B. J.*

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

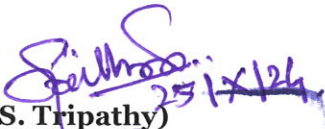



Average basis from Jun 2020 to Jan 2024. One new meter bearing SI No. TWSC59003524 was installed in the complainant's premises and updated in billing in the month of Feb 2024. From the billing month of Feb 24 onwards, the energy bills are being raised on actual basis. In the written submission to the case, the Opposite party also submitted that the transformer got failed on 25.06.2020 and thereafter, the power supply to the complainant's premises was restored on dt. 19.02.2024.

In the instant case, the opposite party has revised of the provisional/average energy bills charged to the complainant from 25.06.20 i.e the date of transformer failure till the restoration of power supply, i.e Jan 24. In this context, an amount of RS. 16,540.83/- has been withdrawn from the complainant's account.

Since , the Opposite Party has acted upon the grievances raised by the complainant and already revised the previous average/provisional bills charged and adjusted the amount against the complainant's account, the grievance is redressed accordingly.

Hence the instant case is hereby dismissed.

  
(S. Tripathy)  
Member (Finance)  
**Grievance Redressal Forum**  
Copy TPWODL, Bargarh-768028

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

1. Souri Charan Barik, At-Beherapali, PO-Hatisar, Bhatli, Dist-Bargarh, Mob-9337311217.
2. Sub-Divisional Officer (Elect.), Bhatli, 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.orerc.org](http://www.orerc.org) under the "head "Cases->"GRF".