

**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)/

133<sup>(6)</sup>

Date:

05.11.2024

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

1	Case No.	BGH/113/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Dinabandhu Bhue At-Adarsha Para, PO-Tora Dist- Bargarh.		5123-2202-0137	
3	Respondent/s	SDO(Elect), Bargarh-II, TPWODL			Division B.E.D, TPWODL, Bargarh
4	Date of Application	08.10.24			
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	08.10.24			
9	Date of Order	05.11.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

B.K  
**PRESIDENT**



**Appeared**

**For the Complainant-** Dinabandhu Bhue

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

**GRF Case No- BGH/113/2024**

(1) Sri Dinabandhu Bhue  
At- Adarsha Para, Tora  
Dist- Bargarh,  
Consumer No.- 5123-2202-0137

**COMPLAINANT**

**VRS**

(1) SDO (Elect.), Bargarh-II, TPWODL

**OPPOSITE PARTY**

**GIST OF THE CASE/ PETITION FILED**

The Complaint petition filed by Sri Dinabandhu Bhue, At- Adarsha Para, Tora, disputed about continuous charging of Average energy bills from Aug 2022 onwards. 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 Mar 01 to Sept 24, physical verification report dt. 28.10.24 and written submission to the case. In reply to the case, the Opposite Party submitted that, the energy bills of the complainant were raised on average basis from Mar 01 to Oct 20 with meter SL No. "WESCO263617". A new meter bearing SL No. "LW450871" was installed in the complainant's premises during the period of Nov 20. Thereafter, the complainant was billed on provisional basis for the month of Nov 20 and Dec 20 and then, actual bill was generated in the month of Jan 2021. Again, provisional bills were raised from Feb 21 to Nov 21. In the month of Dec 21, energy bill was raised on actual basis and thereafter, actual/provisional energy bills were raised from time to time from Jan 22 to Nov 22. The energy bills are being raised on average basis from Dec 22 to the last bill generated. As per the Physical Verification Report, the meter bearing SL No. "LW450871" present in the complainant's premises is found defective. The Opposite Party urged before the Forum to issue necessary order as deemed fit.

**OBSERVATION/ FINDINGS OF THE FORUM**

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-5123-2202-0137, having CD-1.5 KW, under LT-Domestic category, under ESO, Tora. On examining the case in detail, it was observed that the initial date of power supply to the complainant's premises was effected on 01.01.1990 (as per FG database (Licensee's Soft Records) revealed). The first energy bill was generated on average basis in the month of Mar 01. From the month of Mar 01 to July 22, the energy bills were raised on actual/average/provisional basis from time to time. The last actual energy bill was raised in the month of July 22. Thereafter, from Aug 22 to till date, the energy bills are being raised on provisional/average basis. As per the Physical Verification Report dt. 28.10.24, the meter bearing SL No. "LW450871" present in the complainant's premises is found defective. Since no meter was installed in due time, such Provisional/Average bills were continued to charge from Aug 2022 to Sept 2024 billing, which could have

  
**PRESIDENT**

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



been adjusted if timely action would have been initiated to serve actual bills to the complainant. It was also revealed that, an electricity theft was detected on 28.06.2022 with an assessment amount of Rs. 35,172/- . But the same old meter was not replaced thereon with a new meter.

Hence , from the aforementioned facts, statements available on record, the Forum is of the considered opinion that, the Provisional/Average billing period till the replacement of the existing meter has to be revised as per Regulation 155 of OERC Distribution (Conditions of Supply) Code,2019, based on the actual monthly average consumption to be recorded in the new meter to be installed with immediate effect.

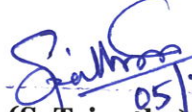
### **ORDER**

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 install a new tested meter in the complainant's premises within seven working days from the issue of this order, replacing the old defective meter Sl No. "LW450871".
- 2) The Opposite Party is directed to revise the Provisional/Average energy bills charged to the complainant upto and including two years prior to the installation of new meter (as directed in Para-I of the above order), as per Regulation 155 of OERC Distribution(Conditions of Supply) Code, 2019, duly adjusting the bill revision already made earlier, and/or the benefit arising of the OTS Scheme if any.
- 3) The Opposite Party is advised to serve the revised energy charges bill with revised due date within 30 days from the receipt of this Order, upon revision of previous bills, if any, to which the consumer is liable to pay.
- 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, 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. Dinabandhu Bhui, At Adarsha Para, Tora, Dist-Bargarh
2. Sub-Divisional Officer (Elect.), Bargarh-II, 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 at TPWODL Website, [Tpwesternodisha.com](http://Tpwesternodisha.com)-Customer Zone-Grievance Redressal Forum-BGH-(GRF Case No . BGH 113 of 2024)