

**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)/ 143

Date: 07.12.24

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

1	Case No.	BGH/120/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sara Mahakud At-Pudapali, Bheden Dist- Bargarh.		5120-0105-0104	9938079632
3	Respondent/s	EE(Elect), BED, Bargarh TPWODL			Division B.E.D, TPWODL, Bargarh
4	Date of Application	29.10.24			
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	29.10.24			
9	Date of Order	07.12.2024			
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:** Office of Sub Divisional Officer, Bheden, TPWODL.



**Appeared**

**For the Complainant-** Sara Mahakud  
Represented by Gangadhar Mahakud

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

**GRF Case No- BGH/120/2024**

(1) Sara Mahakud  
At-Pudapali,Bheden  
Dist- Bargarh,  
Consumer No.- 5120-0105-0104

**COMPLAINANT**

**VRS**

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

**OPPOSITE PARTY**

**GIST OF THE CASE/PETITION FILED**

The Complaint petition filed in the name of Sri Sara Mahakud, At-Pudapali, Bheden,represented by Sri Gangadhar Mahakud(S/o Sri Sara Mahakud), objected about abnormal and wrong bill charged in Sept 2024 billing, although the Rice Haller (Small Industrial unit) was not in use for months due to power supply problem and contended that meter readings were advanced unexpectedly which lead to high charging of bill for the above period. Hence, the complainant prayed before the Forum to direct the opposite party to resolve the billing dispute by revising the earlier abnormal bills charged.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party submitted the copy of MRT inspection report dt. 05.11.24, meter replacement protocol copy dt. 07.11.24, the ledger abstract from Jan 2021 to Oct 2024 and the written statement to the case. In reply to the case, the Opposite Party submitted that, the complainant is availing power supply under LT Industrial(S) category for a load of 12 HP as per the data base. The complainant complained regarding abnormal billing to the tune of RS. 5,671/- for 759 KWH though the unit was almost close during that period. The MMG Team visited the site of the complainant and inspected the metering on dt. 05.11.24.The observation mentioned in the report read as "In Lump meter current R=0,Y=0,B=0,whereas in the meter current=0,Y=6.34 and B=5.21. Meter pulse was blinking without load, so meter declared defective." As the old meter bearing Sl No. TWSC59002759 was declared defective one new meter bearing Sl No. TWSC59017488 was installed in the complainant's premises on dt. 07.11.24. The Opposite Party urged before the Forum to issue order as deemed fit for the case.

**OBSERVATION/FINDINGS OF THE FORUM**

On scrutinizing the records, statements and reports submitted by the parties, the Forum observed the following facts as mentioned here under,

- i. The complainant in the name of M/s. Sara Mahakud is a consumer, bearing SC No. 5120-0105-0104 under LT-Industrial(S) category, under ESO,Bheden and availing power supply for a load of 12 HP.





- ii. That, during Aug 2024, actual bill of “28” units were charged for the month as per the advanced meter reading recorded in meter No. “TWSC59002759”, considering IMR 1979.29 KWH and CMR 2007.58 KWH.
- iii. That, during Sept 2024 billing, “759” units were charged on actual basis as per consumption recorded in above mentioned meter, considering IMR 2007.58 KWH and CMR 2766.86 KWH for the month. As per petition filed, the Sept 2024 bill was objected by the complainant averring the mentioned bill so charged as abnormal, unreasonable and incorrect.
- iv. That, subsequent bill of Oct 2024 was raised on actual basis with “1512” KWH, considering IMR 2766.86 KWH and CMR 4278.51KWH for the month.
- v. That, the meter replacement report, written statements of the Opposite Party clarified that the meter bearing Sl No. “TWSC59002759” was declared faulty/defective with a note that as in Lump meter the current in R,Y,B-phase was as R=0,Y=0,B=0 & whereas in meter the current recorded as R=0,Y=6.34 and B=5.21 with blinking of meter pulse without giving load.
- vi. The meter replacement report indicated that, a new meter bearing Sl No. “TWSC59017488” was installed in the premises on 07.11.24, replacing the old defective meter. However, it was observed that, the same meter replacement report has not been updated in consumer billing database as on date.
- vii. That, the Opposite Party agreed to the objections raised by the complainant and replaced the old defective meter with a new tested one.
- viii. That, neither of the parties submitted any proof of records, reports essentially indicating that, no power supply was availed/utilized by the complainant during the period mentioned under dispute above.

Hence, from the aforementioned facts, reports and statements submitted by the parties, the Forum construed that, the energy bills charged to the complainant abnormally due to defectiveness of the old meter from Sept 2024 to Oct 2024 are to be revised on the basis of succeeding six months actual monthly average consumption recorded in already installed meter bearing Sl No. “TWSC59017488”. The complainant is advised to take appropriate steps to keep the installation verified to avoid any current leakage and single phasing of load in future time to come.

### **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 Sept 2024 to Oct 2024 on the basis of actual monthly average consumption recorded in the new meter (meter Sl No. TWSC59017488) installed, from the date /month of installation of the same as per Regulation 155 of OERC Distribution(Conditions of Supply)*

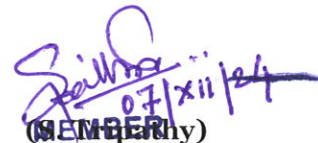
Code,2019, duly adjusting the bill revision made earlier and/or, the benefit arising out of the OTS Scheme, if any.




- 2) The Opposite Party is directed to update the current meter details into billing database without further delay, if not done already.
- 3) The Opposite Party is advised to serve the revised energy charges bill with revised due date within 30 days from the date of issue 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 Six months from the date of issue of this order.**

Accordingly, the case is disposed of.

  
(MEMBER)  
Grievance Redressal Forum  
TPWODL, Bargarh-768028

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

**Copy to: -**

1. Gangadhar Mahakud, At-Pudapali, Bheden, Dist-Bargarh, Mob-9938079632.
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 at TPWODL Website, [Tpwesternodisha.com](http://Tpwesternodisha.com)-Customer Zone-Grievance Redressal Forum-BGH-(GRF Case No . BGH 120 of 2024)