

**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/BWED/ (Final Order)/

142<sup>47</sup>

Date: 29.11.2024

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

1	Case No.	BGH/123/2024			
2	Complainant/s	Name & Address Dayasagar Maharana At-Jagannath Nagar, Barpali Dist-Bargarh		Consumer No 5151-0112-0711	Contact No. 8018707842
3	Respondent/s	SDO(Elect), Barpali, TPWODL			Division B.W.E.D, TPWODL, Bargarh
4	Date of Application	30.10.2024			
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, Regulation 42, 43, 140 ✓ 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	30.10.2024			
9	Date of Order	29.11.2024			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



**Place of Camp:** Office of the Sub Divisional Officer, Barpali, TPWODL.

**Appeared**

**For the Complainant-** Sri Dayasagar Maharana  
Represented by Sumanta Kumar Maharana

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

**GRF Case No- BGH/123/2024**

(1) Sri Dayasagar Maharana  
At-Jagannath Nagar,Barpali,  
Dist- Bargarh,  
Consumer No.- 5151-0112-0711

**COMPLAINANT**

**VRS**

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

**OPPOSITE PARTY**

**GIST OF THE CASE/ PETITION FILED**

The Complaint petition filed in the name of Sri Dayasagar Maharana, represented by Sri Sumanta Kumar Maharana, objected about energy bills raised on false meter reading during the House lock period from 2017 to 2023. Hence, the complainant prayed before the Forum to direct the Opposite Party to resolve the billing dispute accordingly.

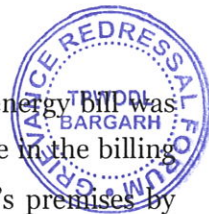
**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party submitted the physical verification report dt. 07.11.2024 and 19.11.24, ledger abstract of the complainant from Sept 16 to Oct 24, photo meter reading of old meter, last meter change protocol and the written submission to the case. The Opposite Party submitted that, the initial date of power supply to the complainant premises was effected on 30.06.2016. The house of the complainant was in locked condition from Jan 17 to Jun 23. But the energy bills were raised on false meter reading. Hence, the Opposite Party urged before the Forum to issue order for revision of provisional bills on the basis of consumption of the new meter.

**OBSERVATION / FINDINGS OF THE FORUM**

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-5151-0112-0711, having CD-0.50KW, under LT-General Purpose category, under ESO,Barpali-I. The initial date of power supply to the complainant's premises was effected on 30.06.2016. As observed from the ledger abstract, it is found that, the first energy bill of the complainant was raised in the month of Sep 16 on actual basis. Thereafter, the energy bills were raised on actual/provisional basis from time to time from Sep 16 to Jan 21. In the month of Jan 21, the energy bill was raised on actual basis for "0000"units with CMR "1674".Thereafter, from Feb 21 to Jun 23, the energy bills were raised on provisional basis. In the month of Dec23, the energy bill was raised on actual basis for"6828" bill units with CMR "8502"KWH. As found from the FG database (Licensee's soft record) the energy bills from Feb 21 to





Dec 23 (35 months) were adjusted in the billing month of Dec 23. Thereafter, actual energy bill was raised with advanced meter reading till May 2024. But no meter photo reading is available in the billing database. A new meter bearing Sl No. TWSP51187042 was installed in the complainant's premises by replacing the old meter bearing Sl No. "WUV12007" and updated in the billing database in the month of Jun 24. The Opposite Party was asked to furnish the old meter (Meter Sl No. "WUV12007") photo reading at the time of replacement and/or the last meter change protocol report to establish and ascertain the correct final meter reading recorded in old meter at the time of replacement of same.

On examining the reports, records pertaining to old meter details, it was observed that, the old meter final reading was certified as "8356" KWH as on the date of replacement. i.e on 24.06.2024, with proof of meter photo reading copy submitted. The meter change report dt. 24.06.24 indicated that, the old meter bearing Sl No. "WUV12007" was replaced with a new meter Sl no. "TWSP51187042" as the old meter was declared as "Faulty". The field reports submitted by the Opposite Party confirmed that, the old meter final reading was recorded as "8356" KWH on the date of replacement. Hence, the Forum construed that, the meter readings of old meter as advanced and billed upto "9622" KWH upto May 2024 billing is found to be falsely generated and is in contrary to the statements submitted by the Opposite Party with regard to the old meter final readings recorded. Therefore, to rule out the effect of seasonability in consumption pattern and also to extend reasonable justice to the complainant, the Forum is of the considered opinion that, the final meter reading of old meter as recorded on 24.06.24 (i.e on the date of replacement) i.e "8356" KWH, is required to be spreaded over on actual monthly average consumption basis from the date/ month of installation of the same old meter, thereby revising the earlier bills already charged, to redress the grievances accordingly.

### **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.*

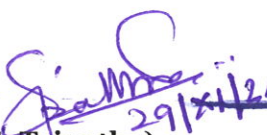
- 1. The Opposite Party is directed to revise the monthly energy bills charged to the complainant from Sept 2016 to May 2024, by spreading over /recasting of the entire units accumulated upto "8356" KWH as recorded in meter Sl No. "WUV12007" as on dt. 24.06.2024 (ascertained by the Opposite Party), from the date / month of installation of the same meter, on actual monthly average consumption basis, duly adjusting the bill revision already made earlier, and/or the benefit arising of the OTS Scheme if any.*
- 2. The Opposite Party is directed to serve the revised energy charges bill with revised due date within 30 days from the date of issue of this Order, duly considering the applicable tariff during the period, taking in to account the adjustments, if any, and adjusting the payments made by the complainant and ensure payment thereof.*




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 as per regulation- 144 of OERC Distribution (Conditions of Supply) Code, 2019. Failure to make such payment in this regard would attract disconnection of power supply as per section-56 of the Indian Electricity Act.

**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.

  
(Member (Finance))  
**Grievance Redressal Forum**  
**TPWODL, Bargarh-768028**

  
(President)  
**Grievance Redressal Forum**  
**TPWODL, Bargarh-768028**

Copy to: -

1. Dayasagar Maharana, At-Jagannath Nagar, Barpali, Dist-Bargarh-, Mob- 8018707842
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 at TPWODL Website, [Tpwesternodisha.com](http://Tpwesternodisha.com)-Customer Zone-Grievance Redressal Forum-BGH-(GRF Case No . BGH 123 of 2024)