

**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)/

146<sup>(4)</sup>

Date: 07.12.2024

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

1	Case No.	BGH/128/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Jagannath Dash At-Dhubenpali, Areigudi, Bheden Dist-Bargarh,		5151-0218-0143	9437209293
3	Respondent/s	SDO(Electrical), Barpali, TPWODL			Division B.W.E.D, TPWODL, Bargarh
4	Date of Application	21.11.24			
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	21.11.2024			
9	Date of Order	07.12.2024			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

**PRESIDENT**

**Place of Camp:** Office of Electrical Section Officer, Barpali-II, TPWODL.

**Appeared**

**For the Complainant-** Sri Jagannath Dash  
Represented by Sri Sanatan Dash



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

**GRF Case No- BGH/128/2024**

Jagannath Dash  
At-Dhubenpali, Areigudi, Bheden  
Dist- Bargarh.  
Consumer No.- 5151-0218-0143

**COMPLAINANT**

**VRS**

(1) SDO(Elect.) Barpali, TPWODL

**OPPOSITE PARTY**

**GIST OF THE CASE/PETITION FILED**

The Complaint petition filed in the name of Sri Jagannath Dash, Dhubenpali, Bheden, represented by Sri Sanatan Dash, objected about non generation of energy bills, though the reconnection fees of Rs. 177/- was deposited on dt. 27.07.2022 and power supply is restored to his premises. Hence, the complainant prayed before the Forum to direct the Opposite Party to settle the billing dispute for an efficacious remedy.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party submitted the ledger abstract of the complainant from Feb 01 to Sep 21, Physical Verification Report dt. 29.11.2024, meter photo reading of meter no. LW517877 on dt. 29.11.24 with CMR 1600 KWH 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 dt. 01.01.1990. Thereafter, the power supply was disconnected from Jun 2011 onwards. As per the remark of ESO, Barpali-II, the complainant is availing power supply continuously from Jun 2011 to till date, but the bill was stopped in the billing data and the last meter reading was "1621" of meter Sl No. WESCO248650. The old meter was replaced by a new meter bearing Sl No. LW517877 on dt. 15.03.20. After installation of the new meter, the complainant had bypassed the maximum load and still continuing to avail power supply without reconnection. The theft of electricity was detected on 09.08.2024 and the complainant paid the penalty amount imposed on him. But the power supply is not reconnected in billing database. Hence the Opposite party urged before the Forum to issue order as deemed fit.

**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-5151-0218-0143 having CD-01 KW, under LT-Domestic category, under ESO Barpali-II.





The initial date of power supply to the complainant was effected on dt. 01.01.1990. From the billing database, the Forum observed the following points as mentioned below.

- i. That, the billing status of the complainant was "Disconnected" from Feb 2001 to Dec 2006. Thereafter, from Jan 2007 to Dec 2007, the energy bills were raised on actual/provisional basis.
- ii. That, from Feb 2008 to Jul 2010, the power supply was again disconnected. Thereafter, the energy bills from Aug 2010 to May 2011 were raised intermittently on Provisional/Actual/Average basis. The power supply status has been "Disconnected" since Jun 2011. Further, no billing data is available in the FG Database (Licensee's soft record ) since Oct 2021.
- iii. That, in various occasions earlier, the monthly energy bills were stopped intermittently due to consumer status updated in billing to "disconnected" mode.
- iv. That, although service line was disconnected from Jun 2011 as per official record, but physically power supply is being availed by the complainant since Jun 2011 till date.
- v. That, the consumer claimed regarding payment of Rs. 177/- deposited on 27.07.2022 towards re-connection fees, but no official Re-connection effected in billing due to which no monthly bills are being generated even though the supply is being utilized by the complainant for domestic usage. The complainant acknowledged the fact that he has been utilising the supply for domestic usage from the re-connection date till date.
- vi. That, the last actual meter reading of KWH "001621" was recorded in meter Sl No. WESCO248650, on dt. 15.03.2020 as per latest Physical Verification Report submitted (dt. 29.11.2024).
- vii. That, the latest Physical Verification Report also indicated that, existing meter Sl no. "LW51788" has been available in the premises with advanced meter reading recorded as KWH "1600" and the total load was found to be 1061 Watt. Additionally, it was also mentioned that, after installation of new meter, the consumer was indulged in bypassing the entire load, as a result of which, penal assessment was made against him, on detection of theft dt. 09.08.2024. It was also submitted that, the consumer has been availing the supply till date, but no Re-connection has been given effect in billing.
- viii. In FG database (Licensee's Soft Record), there is no mention of Disconnection details as a result of which, reconnection details could not have been initiated in billing and also there are ambiguities regarding re-connection fees (whether collected Rs. 177/- towards reconnection fees or not, since the amount so collected is adjusted against miscellaneous payment) was imminent from the departmental copy of mail correspondence submitted by the Opposite Party.
- ix. The FG records revealed that, the theft case detected on 09.08.2024 is finally settled and closed with an amount of Rs. 11,103/- deposited on dt. 21.11.2024 by the complainant consumer.
- x. That, the complainant on oral submission to the case in hearing, agreed to pay the electricity dues as per actual monthly consumption so recorded in the existing meter..

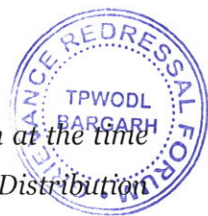
- xi. Since, the consumer is availing supply physically and no monthly bills are being generated, steps to be taken by the Opposite Party to initiate the process of generation of monthly/bi-monthly bills without further delay as per advanced meter readings recorded in the existing meter.
- xii. As per certification made by the Opposite Party regarding usage of power on a continual basis from Jun 2011 till date, the Forum is inclined to note that, there was no such disconnection and reconnection effected in consumer's premises, whatsoever, but monthly energy bills have been stopped since Jun 2011 officially without assigning any reason thereof. Further, a payment of Rs. 1,500/- was made from complainant's side on 27.07.2015, i.e during the official disconnection period which led to negative arrear outstanding from July 2015 till date. Another payment of Rs. 3,000/- was also made on 31.08.2021 with final arrear outstanding of (-)Rs. 5,720/- reflected as on Sept 2021. Since then, no billing history has been indicated in ledger report of the consumer.
- xiii. In the matter of the counter statement filed by the Opposite Party regarding usage of power by the complainant since Jun 2011, the complainant asserted that, there was no power supply availed by him during Jun 2011 till restoration of power supply on payment of reconnection fees dt. 27.07.2022. The Opposite Party was asked to submit the field inspection report to establish the authenticity of claim regarding usage of power during such above period. On Physical verification to the case, the Opposite Party affirmed that the complainant has been utilizing the power supply since Jun 2011. The Forum astounded to note that, if there has been continuous power supply availed by the complainant during such above period, then what restricted the Opposite Party to take appropriate necessary action to generate the monthly bills which have not been billed even after field verification done. Hence, the Forum observed that, the level of diligence & dexterity expected in execution of duties has not been met by the Opposite Party.
- xiv. That, the complainant's averments regarding no monthly bills are being generated even though he has been utilizing power supply, is found to be correct with reference to the reply submission made by the Opposite Party. Hence, the Opposite Party is required to take necessary steps to update the meter status, the consumer status and charge/serve actual bills to the complainant without further delay.

The Forum on verifying the records, statements and reports available on record, construed that, the energy bills from 15.03.2020 to 29.11.2024 are to be charged by the Opposite Party on actual monthly average consumption basis(which were not charged earlier), considering the total accumulated units i.e KWH "1600" recorded in existing meter(meter Sl No. LW517877) as on 29.11.2024 from the date of installation of the same.

Since, the Opposite Party has not submitted the relevant supporting documents to prove the authenticity of claim regarding the complainant availing the power supply since Jun 2011, in contrary to the monthly billings stopped officially since Jun 2011, the Opposite Party is required to verify and ascertain the facts at their level and settle the dispute departmentally.



## ORDER

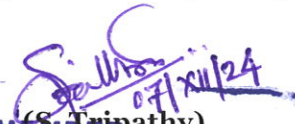



Considering the documents and statements submitted by both the parties and agreed upon at the time of hearing, the Forum hereby passes orders in consonance with regulations of the OERC Distribution (Conditions of Supply) Code 2019.

1. The Opposite Party is directed to raise the energy bills from 15.03.2020 to 29.11.2024 on actual monthly average consumption basis, considering the total accumulated units i.e KWH "1600" recorded in existing meter Sl No. LW517877, as on 29.11.2024 , from the date of installation of the same, 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 initiate the process of monthly bill generation from next billing onwards as per advanced meter reading recorded in existing meter, vis-a-vis updation of consumer status accordingly .
3. The Opposite Party is directed to update the existing meter details available physically into billing database immediately.
4. 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.
5. 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. K. Tripathy)**  
**MEMBER**  
**Grievance Redressal Forum**  
**TPWODL, Bargarh-768028**  
Copy to:

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

1. Sri Jagannath Dash, At-Dhubenpali, Areigudi, Dist-Bargarh, Mob- 9437209293
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 128 of 2024)