

**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)/ 03<sup>(4)</sup>

Date: 03.01.2025

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

1	Case No.	BGH/130/2024			
2	Complainant/s	Name & Address Balgopal Foods At-Nileswar, Bagdia, Bijepur Dist-Bargarh		Consumer No 5150-0103-8250	Contact No. 9348260889
3	Respondent/s	E.E (Elect), BWED, Bargarh, TPWODL			Division B.W.E.D, TPWODL, Bargarh
4	Date of Application	26.11.2024			
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, √ 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	26.11.2024			
9	Date of Order	03.01.2025			
10	Order in favour of	Complainant	√	Respondent	Others √
11	Details of Compensation awarded, if any.	NIL			



**Place of Camp:** Office of Electrical Section Officer, Bijepur-I, TPWODL.

**Appeared**

**For the Complainant-** M/s. Balgopal Foods  
Represented by Sri Bajarang Bhoi

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

**GRF Case No- BGH/130/2024**

(1) M/s. Balgopal Foods  
At-Bagdia, Bijepur  
Noleswar, Dist- Bargarh,  
Consumer No.- 5150-0103-8250

**COMPLAINANT**

**VRS**

(1) E.E (Elect), BWED, Bargarh, TPWODL

**OPPOSITE PARTY**

**GIST OF THE CASE/PETITION FILED**

The Complaint petition filed in the name of M/s. Balgopal Foods, represented by Sri Bajarang Bhoi, objected about provisional energy bills raised for the period from Jan 2023 to Jun 2023. Hence, the complainant prayed before the Forum to direct the Opposite Party to resolve the billing dispute.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party couldn't submit any document in except the physical verification report dt. 02.01.2025. As per the physical verification report, the consumer is availing the power supply and running two nos of motors having total connected load of 4.5 HP. The energy bills of the complainant consumer is being raised on Irrigation Pumping and Agriculture Category.

**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-5150-0103-8250, having CD-02.50 KW, under HT-Irrigation Pumping and Agriculture category, under ESO-Bijepur-I. The date of initial power supply to the complainant was effected on 12.02.2018 with meter Sl No. WSC46106. After observing the billing database, the Forum revealed the following points:

1. The energy bill of the complainant was raised on provisional basis from Apr 2018 to Jun 2022.
2. Thereafter, in the month of July 2022, the energy bill was raised on actual basis with due adjustment of the previously raised provisional bills.
3. Energy bills were raised on actual basis till Dec 2022. In the month of Dec 22, the advanced meter reading recorded in meter Sl No. WSC46106 was "104252" units. From the month of Jan 2023 to Jun 2023, the energy bills were raised on provisional basis @2822 units/month.
4. As found from the FG database (Licensee's soft record), one new meter bearing Sl No. "10033507" was installed in the complainant premises replacing the old meter Sl no. WSC46106 on dt. 01.08.2023 and updated in billing in the month of Jul 2023. The FMR of the old meter was "104252" at the time of replacement.

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





5. After installation of new meter, the energy bills are being raised on actual basis since July 2023. However, the provisional bills raised from Jan 23 to Jun 23, has not been adjusted in the billing.
6. It is found that the monthly average consumption of the old meter bearing Sl No. "WSC46106" was around 1787 units/month from the date of its installation to July 2022. Further, the average consumption of the new meter bearing Sl No. "10033507" is around 1649 units/month from the date of its installation till the reading recorded in the latest Physical verification dt. 02.01.2025, i.e "29686" units.
7. The latest Physical Verification Report dt. 02.01.2025 indicates that, the current meter reading of the meter SL No. "10033507" is "29686" units as on 02.01.2025. The complainant consumer is availing the supply and running two nos of Motors with total 4.5Hp connected load.
8. As found from the FG database (Licensee's soft record), an inspection was carried out on dt. 11.09.2023 and a theft case was booked against the complainant. An amount of Rs. 28556.00/- was paid by the complainant on dt. 25.09.23 towards assessment amount and subsequently, the case was closed.

From the available records, the Forum construed that, the energy bills raised to the complainant on provisional basis from Jan 2023 to Jun 2023 has not been adjusted in the billing . Hence, the energy bills raised from Jan 23 to Jun 23 are to be revised, considering succeeding twelve months actual monthly average consumption (ruling out the seasonal consumption variances) recorded in the new meter (meter No. 10033507) that has been installed in the premises since 01.08.2023 and found to be in running condition.

### **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 Jan 2023 to Jun 2023 on the basis of actual monthly average consumption derived by considering succeeding twelve months actual monthly consumption recorded in meter Sl No. "10033507", since the date of its installation, i.e 01.08.2023, 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, to which the complainant is liable to pay.*

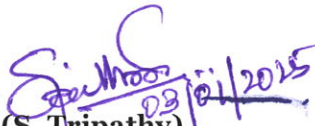



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**The Opposite party is directed to submit the compliance report to this Forum within one month from the date of issue of this order.**

Accordingly, the case is disposed of.

  
(S. Tripathy)  
Member (Finance)  
MEMBER

  
(B.K. Singh)  
(President)  
PRESIDENT

Copy to:

- Grievance Redressal Forum  
TPWODL, Bargarh-768028
1. Balgopal Foods, At-Bagdia, Bijepur, PO-Nileswal, Dist-Bargarh, Mob-9348260889
  2. Sub-Divisional Officer (Elect.), Sohela, 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 130 of 2024)