



**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/BWED/ (Final Order)/

Date: 04.01.2025

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

1	Case No.	BGH/133/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Binod Maharana 10,NAC Complex, Bus stand, In front of Fishery Office,Barpali Dist-Bargarh,Pin-768029		5151-0102-0327	9861511404
3	Respondent/s	SDO(Electrical), Barpali, TPWODL			Division B.W.E.D, TPWODL, Bargarh
4	Date of Application	20.12.24			
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	20.12.2024			
9	Date of Order	04.01.2025			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

PRESIDENT

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



Appeared

For the Complainant- Sri Binod Maharana

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

GRF Case No- BGH/133/2024

Binod Maharana
At-10,NAC Complex,Bus stand,Barpali
Dist- Bargarh-768029.
Consumer No.- 5151-0102-0327

COMPLAINANT

VRS

(1) SDO(Elect.) Barpali, TPWODL

OPPOSITE PARTY

GIST OF THE CASE/PETITION FILED

The Complaint petition filed by Sri Binod Maharana, At-10, NAC Complex, Bus Stand,Barpali, objected about Provisional energy bills raised from the month of July 2020 to Sept 2022. 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 Mar 2004 to Nov 24, Physical Verification Report dt. 24.12.24, meter photo reading of meter Sl No. 300004651 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 11.03.2004. The Opposite party urged before the Forum to issue necessary order for revision of energy bills of the complainant raised on provisional basis from the month of July 2020 to Sept 2022 as per the consumption recorded in meter Sl no. "300004651".

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-5151-0102-0327 having CD-0.5 KW, under LT-General Purpose category, under ESO Barpali-I. The initial date of power supply to the complainant was effected on dt. 11.03.2004. After observing the records and billing database, the Forum revealed the following facts:

1. The initial power supply was effected to the complainant through meter SL no. "67172". The energy bills were raised on actual basis.
2. Thereafter, one new meter Sl No. "WES04529" was installed in the complainant's premises and updated in billing database in the month of Oct 2015. The energy bills were raised on actual basis till Jun 2020. In the month of Jun 2020, the reading recorded in meter sl no.WES04529 was "4219" KWH units.
3. From the month of July 2020 to Sep 2022, the energy bills were raised on provisional basis @ 84 units per month/101 units per month/126 units per month from time to time.
4. One meter bearing Sl No. "300004651" was installed in the complainant's premises on dt. 14.10.2022 replacing the old meter Sl No. WES04529 and the old meter was declared

defective. As per the FG database, the FMR of the old meter was “4219” at the time of replacement.

5. After installation of the new meter, the energy bills are being raised on actual basis since Oct 2022. But the previous provisional bills raised during the defective meter period from Jul 2020 to Sept 2022 have not been adjusted in the subsequent billing.

Hence, the Forum is of the considered opinion that, the energy bills so charged from October 2020 to Sept 2022 (limited to two years prior to meter changed) are to be revised in consonance with Regulation 155 of OERC Distribution(Conditions of Supply) Code,2019), considering succeeding six months actual monthly average consumption recorded in the new meter (meter No. 300004651), that has been installed in the premises since 14.10.2022 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 energy bills raised from October 2020 to Sept 2022, on the basis of actual monthly average consumption to be derived, considering succeeding six months actual consumption of the existing new meter Sl No. “300004651” from the date/month of installation, 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 serve the revised energy charges bill with revised due date within 30 days from the receipt 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.
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.

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. Singh)
Member (President)
Grievance Redressal Forum
TPWODL, Bargarh-768028


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

- Copy to:
1. Sri Binod Maharana, 10 NAC Complex, Bus Stand, In Front of Fishery Office, Barpali, Dist-Bargarh.
 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-Customer Zone-Grievance Redressal Forum-BGH-(GRF Case No . BGH 133 of 2024)