

**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)/ 11/47

Date: 08.01.2025

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

1	Case No.	BGH/140/2024			
2	Complainant/s	Name & Address Sarojini Sahu At/Po-Lakhanpur, Ambabhona Dist- Bargarh.		Consumer No 5124-2201-2824	Contact No. 9777373855
3	Respondent/s	SDO(Elect), Bhatli, TPWODL			Division B.E.D, TPWODL, Bargarh
4	Date of Application	26.12.24			
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	26.12.24			
9	Date of Order	08.01.2025			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

B.K  
**PRESIDENT**

**Place of Camp:** Office of Electrical Section Officer, Bhukta, TPWODL.

**Appeared**

**For the Complainant-** Sarojini Sahu  
Represented by Sri Manohar Sahu

**For the Respondent -** SDO(Elect), Bhatli,TPWODL



**GRF Case No- BGH/140/2024**

(1) Sarojini Sahu  
At/PO-Lakhanpur, Ambabhona  
Dist- Bargarh,  
Consumer No.- 5124-2201-2824

**COMPLAINANT**

**VRS**

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

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complaint petition filed in the name of Sarojini Sahu, At/PO-Lakhanpur, Ambabhona, represented by Sri Manohar Sahu disputed about the provisional bills raised in earlier period and abnormal energy bills raised during the months of May 2023 and Apr 2023 . Hence, the complainant prayed before the Forum to direct the opposite party to redress the billing dispute accordingly.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party couldn't submit any document in this case.

**OBSERVATION**

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-5124-2201-2824 having CD-0.20KW, under LT-Domestic category, under ESO, Bhukta. On examining the case in detail, it was observed that, the initial date of power supply to the complainant was effected on 01.04.2021 with meter Sl No. "2415809". On examining the ledger abstract, the following facts were revealed by the Forum.

1. The energy bills of the complainant were charged in Provisional/Actual basis from the month of Apr 2021 to Aug 2023, duly adjusting the energy bills raised in Provisional billing periods.
2. However, it is observed that, the average consumption of the complainant was around "100" units/ month from Apr 2021 to Jan 2023. But in the months of Mar 2023 and Apr 2023, the units consumed were recorded as "1060" units and "761" units respectively, thereby, charging Rs. 6018/- & Rs. 4498/- in the afore mentioned period, which is not symmetrical with the consumption history recorded.
3. Thereafter, the energy bills were raised on actual basis in the month of May 2023 and Jun 2023 with no advanced units recorded and also the current meter reading was recorded as "000000" in the said months.
4. Further, the energy bills in the month of Jul 2023 and Aug 2023 were raised for "11" bill units and "08" bill units respectively.
5. As averred by the complainant, after his complaint before the ESO, Bhukta regarding abnormal energy bill, the said meter bearing Sl no. "2415809" was declared defective. The Opposite Party failed to submit any reply to the case. However, on scrutinizing the records, it was construed that, the same meter recorded abnormal consumption, that could have been occurred due to defectiveness of the same meter, which was later replaced with a new one.



**PRESIDENT**

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



6. It is observed from the FG Database (Licensee's Soft record) that, the energy bills were raised on Provisional basis from the month of Sep 2023 to Mar 2024. A new meter bearing Sl No. "TWNX305835" was installed in the complainant's premises on dt. 25.04.2024 replacing the old meter SL No. "2415809" and updated in billing in the month of Apr 2024. Thereafter, energy bills are being raised on actual basis till last billing.
7. However, the energy bills raised on provisional basis during the period from Sep 2023 to Mar 2024 has not been adjusted in billing after installation of the new meter.

After observing the records, the Forum construed that, to extend fair and reasonable justice to the complainant, the abnormal energy bills charged to the complainant from the month of Mar 2023 to Aug 2023 and the provisional energy bills raised during the period from Sep 2023 to Mar 2024 are to be revised as per the succeeding six months actual average monthly consumption of new meter Sl No. "TWNX305835" from the date of its installation.

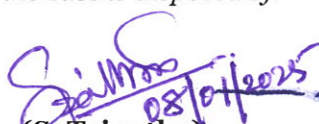
### **ORDER**


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 charged to the complainant from the month of Mar 2023 to Mar 2024 on the basis of succeeding six months monthly actual average consumption of new meter SL No. "TWNX305835" from the date of its installation, 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 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.
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.

  
(M. K. Pathy)  
Member (Finance)  
Grievance Redressal Forum  
TPWODL, Bargarh-768028

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

- Copy to:
1. Sarojini Sahu, At/Po-Lakhanpur, Ambabhona, Dist-Bargarh, Mob-9777373855.
  2. Sub-Divisional Officer (Elect.), Bhatli, 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:Bhoingar, 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 140 of 2024)