

**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)/

74<sup>(3)</sup>

Date: 06.05.2024

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

1	Case No.	BGH/54/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Trilochan Sahu At/Po-Kaisir, Barpali Dist-Bargarh		5151-0207-0833	9937119766
3	Respondent/s	S.D.O (Elect), Barpali , TPWODL			Division B.W.E.D, TPWODL, Bargarh
4	Date of Application	19.04.2024			
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 157 √			
		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	19.04.2024			
9	Date of Order	06.05.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



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

**Appeared**

**For the Complainant-** Sri Trilochan Sahu

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

**GRF Case No- BGH/54/2024**

(1) Sri Trilochan Sahu  
At/Po-Kaisir,  
PS-Barpali.  
Dist- Bargarh,  
Consumer No.- 5151-0207-0833

**COMPLAINANT**

**VRS**

(1) S.D.O (Elect), Barpali, TPWODL

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complaint petition filed by Sri Trilochan Sahu, At/Po-Kaisir, Barpali, objected about Provisional & Average billing from the year 2018 till 2021 & prayed before the Forum to direct the Opposite Party for revision of the bills served to him.

**SUBMISSION OF OPPOSITE PARTY**

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

**OBSERVATION**

The case is perused with all documents available in record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing Consumer No-5151-0207-0833, having CD-01 KW, under LT-Domestic category, under ESO-II, Barpali. The date of initial power supply to the complainant was on 17.08.2018. On scrutinizing the records in detail, it was observed that, the first energy bill was generated on average basis during Oct 2018 billing having no meter installed at site as per billing records revealed. Bimonthly energy bills were raised on Average basis continuously from Oct 2018 till Oct 2021 billing. The ledger abstract revealed that, a new meter Sl No. "WLT153797" was installed in the complainant's premises on 21.10.2021. But it was updated in billing database off late on 24.02.2024. However, bill revision has been done already by the Opposite Party for the period from Oct 2021 to Feb 2024, debiting Rs. 279.55/- (added in complainant's Account), the reason being delay meter update in billing database, additionally charged with above amount on the basis of actual consumption recorded in existing meter in place of Provisional/Average bills raised previously. It was observed that the average bills so raised from Oct 2018 till the date of installation of new meter (Meter Sl No. "WLT153797") were not adjusted and revised by the Opposite Party.

Hence, the Forum is of the considered opinion that, the average energy bills charged upto two years prior to the date of installation of existing new meter are to be revised by the Opposite Party as per Regulation 157 of OERC Distribution (Conditions of Supply) Code, 2019. The remaining average billing

period except the period mentioned in above paragraph are to be revised by the Opposite Party following their internal bill revision guidelines & as per regulations in force.



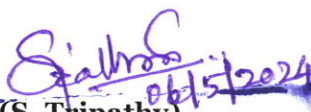
### ORDER


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 on average basis upto two years prior to the date of installation of meter Sl No. "WLT153797" on the basis of succeeding six months actual monthly average consumption so recorded in the aforementioned meter, 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 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 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.

  
(S. Tripathy)  
MEMBER  
Grievance Redressal Forum  
TPWODL, Bargarh-768028

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

Copy to:

1. Trilochan Sahu, At/Po-Kainsir, Dist-Bargarh, Mob-9937119766
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 on OERC website, [www.orierc.org](http://www.orierc.org) under the "head "Cases->"GRF".