

**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)/ 77<sup>(4)</sup>

Date: 17.05.2024

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

1	Case No.	BGH/61/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Rohita Kumar Meher, Meher Pada, Padampur Dist-Bargarh		5152-0123-0042	9938485633
3	Respondent/s	SDO(Electrical), Padampur , TPWODL			Division B.W.E.D, TPWODL, Bargarh
4	Date of Application	23.04.2024			
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 108 (vii), (viii), 110(i), (ii), (iii), 111 √			
		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	23.04.2024			
9	Date of Order	17.05.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

*B.K*  
**PRESIDENT**

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



**Place of Hearing:** Office of Sub Divisional Officer, Padampur, TPWODL.

**Appeared**

**For the Complainant-** Sri Rohita Kumar Meher

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

**GRF Case No- BGH/61/2024**

(1) Rohita Kumar Meher

At-Meherpada, Padampur

Dist- Padampur.

Consumer No.- 5152-0123-0042

**COMPLAINANT**

**VRS**

(1) SDO(Elect.) Padampur, TPWODL

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complaint petition filed in the name of Sri Rohita Kumar Meher, At-Meherpada, Padampur, represented by Sri Kanhei Meher objected about abnormal bill raised in May 2016 with "7678" units raised abruptly in a single month. The Complainant submitted that on suspicion over the accuracy of the old meter having Sl No. "WCS21913", the same meter was tested & compared with a parallel meter and found the meter having 74% error. In this context, the complainant submitted a copy of meter test report carried on 02.08.2016 & further presented that his grievances are remained unaddressed till date, inspite of such meter test was carried out long time ago. Hence, the complainant prayed before the Forum to direct the Opposite Party to revise his previous abnormal bills for an efficacious remedy.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite party submitted the Physical Verification Report, dt. 26.04.2024, written submission and the ledger abstract of the complainant from Feb 2001 to Mar 2024. In replay to this instant case, the Opposite Party submitted that, the initial date of power supply to the complainant was on dt. 01.01.1990. One new meter bearing Sl No. WCS21913 was installed in the complainant's premises in the month of Jun 2015. Thereafter, in the month of May 2016, the consumer was billed with "7678" units. The Opposite Party urged before the Forum to revise the huge bill charged to the complainant in May 2016 by spreading over the consumption of Meter Sl No. WCS21913 from the date of installation, i.e Jun 2015 to May 2016.

**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-5152-0123-0042 having CD-02 KW, under LT-Domestic category, under ESO-I, Padampur. The initial date of power supply to the complainant was on 01.01.1990. The ledger abstract revealed that a new meter bearing Sl No. "WCS21913" was installed and updated in billing during Jun 2015. Thereafter, actual bills were raised & meter readings were advanced upto "000968" KWH as recorded in Feb 2016 billing. Subsequently, Provisional bills were charged @ 62 units/month from Mar 2016 to Apr 2016. Then, abnormal bill units of "7678" was charged on actual basis in May 2016 billing,

  
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considering the current reading of KWH "008646" recorded for billing purpose. In the month of Jun 2016, bill was raised on actual basis with "480" units taking the advanced reading of KWH "009126" as recorded & subsequently, a new meter Sl No. "WUV04863" was installed & updated in billing during Aug- 2016 & actual bills were continued to charge thereafter.



However, there was a mismatch in meter installation records, wherein FG database (Licensee's Soft Records) indicated that the Meter No. "WUV04863" was installed in the premises on 25.03.2019, but ledger abstract as submitted by the Opposite Party revealed that the same meter was updated in billing database during Aug 2016. Hence, the meter installation records contradict between these reports. As per the complaint made by the complainant regarding abnormal bills raised in May 2016, the Opposite Party in reply to the case submitted that, the total units so accumulated in May 2016, i.e "7678" units may be recasted on monthly average basis from the date of installation of old meter Sl No. "WCS21913" till May 2016 billing. However, on the aspect of meter accuracy test report carried on 02.08.2016, by ESO-I, Padampur, (as submitted a copy of test report by the complainant), the Opposite Party remained silent & could not furnish any details to this aspect on this instant case. Hence, the Opposite Party was further asked to submit their views on the above reports as furnished by the complainant for further adjudication and necessary order thereof.

The Opposite Party could not furnish their views on the meter test report carried on 02.08.2016, after giving sufficient reasonable time to submit. Hence, the Forum construed that, the Opposite Party has nothing to say in this regard.

However, the test report submitted by the complainant, signed by the then ESO-I, Padampur, shows that the billing meter (Meter Sl No. WCS21913) was advanced by 384 units during the test period, whereas, the parallel meter bearing Sl No. "WCV39459" was advanced by 97 units. Therefore, it shows that, the error of the billing meter is 295.87%  $((384-97)/97 \times 100 = 295.87\%)$ . The test report is duly signed by the ESO-I, Padampur, which is accepted by the Forum. Hence, the meter Sl No. "WCS21913" is considered to be defective and the Forum construed that the energy bill raised to the complainant as per the reading of the said defective meter is to be revised as per result of the meter test report. The meter reading recorded in the Meter Sl No. "WCS21913" in the month of Jun 2016 was "9126" KWH units, which is supposed to be "2305" units of actual consumption within the period from Jun 2015 to Jun 2016 (13 months) on an average of "177" KWH units per month.

Hence, the Forum construed that the energy bills charged to the complainant from Jun 2015 to July 2016 are to be reassessed and revised accordingly, considering average consumption of "177" KWH units per month as derived based on meter test report submitted.

### 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 reassess and revise the monthly energy bills raised to the complainant from Jun 2015 to July 2016, on the basis of average consumption of "177" KWH*

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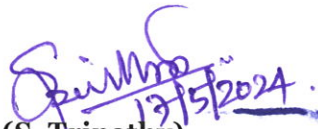


units per month as derived based on meter test report submitted, duly adjusting the bill revision made earlier and/or, the benefit arising out of the OTS Scheme, if any.

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. Tripathy)  
Member (Finance)

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

  
(B.K. Singh)  
(President)

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

- Copy to
1. Rohita Kumar Meher, At-Meherpada, Padampur, Dist-Bargarh, Mob-9938485633.
  2. Sub-Divisional Officer (Elect.), Padampur, 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”.