

**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)/

76(4)

Date: 06.05.2024

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

1	Case No.	BGH/62/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Jashobanta Khamari, At-Barpadar, PO-Beherapali Dist- Bargarh.		5124-2107-0278	9668082064
3	Respondent/s	SDO(Elect), Bhatli, TPWODL		Division B.E.D, TPWODL, Bargarh	
4	Date of Application	24.04.2024			
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 √			
		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	24.04.24			
9	Date of Order	06.05.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

**PRESIDENT**

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

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



**Appeared**

**For the Complainant-** Sri Jashobanta Khamari  
Represented by Sri Udaya Khamari

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

**GRF Case No- BGH/62/2024**

(1) Sri Jashobanta Khamari  
At- Barpadar, Beherapali,  
Dist- Bargarh,  
Consumer No.- 5124-2107-0278

**COMPLAINANT**

**VRS**

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

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complaint petition filed in the name of Sri Jashobanta Khamari, At- Barpadar, Beherapali, represented by Sri Udaya Khamari, objected about abnormal & sudden rise of bill amount raised in Jun 2015 with Rs. 18,802/- as against previous month closure arrear amount of Rs. 3464.81 that has resulted into total arrear of Rs. 23059.10/- upto June 2015 billing. Hence, the complainant prayed before the Forum to resolve the billing dispute by directing the Opposite Party for revision of previous bills.

**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-5124-2107-0278, having CD-2.5KW, under LT-Domestic category, under ESO, Bhatli. On examining the case in detail, it was observed that, the first bill was generated in Oct 2011 with initial supply release date on 30.09.2011, having initial meter No. "392639" updated in billing database, but charged with provisional bill for the month. Subsequently, Provisional & actual bills were raised from time to time & meter reading as recorded in above mentioned meter were advanced upto "001740" KWH, as recorded for billing in May 2015. The energy bill for the month of May 2015 was charged on actual basis with "200" units charged for the month, considering IMR "001540" KWH & CMR "001740" KWH, having closing arrear outstanding of Rs. 3,464.81/-. In the month of Jun 2015, the energy bill was also charged on actual basis but with abnormally high consumption units of "3437", considering IMR "001740" KWH and CMR "005177" KWH, thereby charging Rs. 23,059.10/- for the month. The meter readings were then advanced upto the last reading of KWH "005213" recorded in meter no. "392639", that was later replaced with a new meter Sl No. "WCV25217" & updated in billing database during Sept 2015 billing. The ledger abstract indicated that, the meter Sl No. "WCV25217" has been available for billing on actual basis as per advanced meter readings recorded till last billing, i.e Apr 2024.

On examining the case in detail, the Forum construed that, the accumulated units of KWH "005177" recorded in Jun 2015 billing & charged with consumption units of "3437" units for the month, are to be recasted/spreaded over on actual monthly average basis from the date of installation of the



same meter i.e Meter SL No. "392639", in order to extend monthly slab benefit to the complainant consumer for fair and proper assessment of monthly energy billing.



**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 date of installation of meter Sl No. "392639" till Jun 2015 billing, on the basis of recasting the entire units of KWH "005177" recorded in the aforementioned meter during Jun 2015 billing, considering initial meter reading as on date of installation of the same meter & final meter reading as KWH "005177" as on Jun 2015, duly adjusting the bill revision made earlier and/or, the benefit arising out of the OTS Scheme, if any.
- 2) The Opposite Party is advised to serve the revised energy charges bill with revised due date within 30 days from the receipt of this Order, upon revision of previous bills, if any, to which the consumer is liable to pay.
- 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*  
06/05/2024  
(S. Tripathy)  
MEMBER  
(Member Finance)

*B.K. Singh*  
06/05/24  
(B.K. Singh)  
(President)  
PRESIDENT

Copy to: **Grievance Redressal Forum**  
**TPWODL, Bargarh-768028**

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

1. Jashobanta Khamari, At-Barpadar, Beherapali, Dist-Bargarh, Mob-9668082064.
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: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.orierec.org](http://www.orierec.org) under the "head "Cases->"GRF".