

**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)/ 94<sup>(3)</sup>

Date: 20.07.2024

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

|    |  |  |                                       |  |   |
|----|--|--|---------------------------------------|--|---|
| 1  | Case No.                                     | BGH/77/2024  |                                       |  |   |
| 2  | Complainant/s                                | Name & Address   | Consumer No                           | Contact No.  |   |
|    |  | Prabhakar Rao Nirwan,<br>At-Lengu Mishra Chowk, Bargarh<br>Dist-Bargarh      | 5121-2218-0197                        | 6370194278   |   |
| 3  | Respondent/s                                 | SDO(Electrical), Bargarh-I, TPWODL   | Division<br>B.E.D, TPWODL,<br>Bargarh |  |   |
| 4  | Date of Application                          | 22.05.2024   |                                       |  |   |
| 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                           | 22.05.2024   |                                       |  |   |
| 9  | Date of Order                                | 20.07.2024   |                                       |  |   |
| 10 | Order in favour of                           | Complainant  | Respondent                            | Others √   |   |
| 11 | Details of Compensation awarded, if any.     | NIL  |                                       |  |   |

**Place of Camp:** Office of The SDO (Electrical), Bargarh-I, TPWODL.



**Appeared**

**For the Complainant-** Sri P. Rao Nirwan  
Represented by Deepak Ku. Nirwan

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

**GRF Case No- BGH/77/2024**

(1) Sri Prabhakar Rao Nirwan  
At-Lengu Mishra Chowk, Bargarh  
Dist- Bargarh.  
Consumer No.- 5121-2218-0197

**COMPLAINANT**

**VRS**

(1) SDO(Elect.) Bargarh-I, TPWODL

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complaint petition filed in the name of Sri Prabhakar Rao Nirwan, At-Lengu Mishra Chowk, Bargarh, represented by Deepak Ku. Nirwan, objected about provisional and average energy bills raised against his premises from Nov 2018 to May 2023. The complainant also submitted in his petition mentioning that the Cycle Store remain in locked condition most of the time during the above period. Hence, the Complainant prayed before the Forum to direct the Opposite Party to resolve the billing dispute accordingly.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party submitted the physical verification report dt. 05.05.2024, written submission in this case and a copy of bill revision proposal put up before the Division level bill revision committee for approval. In reply to the case the Opposite Party submitted that, the complainant is availing power supply under LT-GP category for a load of 0.50 KW with initial date of power supply on 23.02.2008 through meter SL No. "193302". Energy bills were raised on actual basis from the date of initial power supply till Sept 2017. Thereafter energy bills were raised on provisional basis from Oct 2017 to Jan 2018 due to house lock, which was later adjusted in actual bill. The defective old meter bearing Sl No. "193302" was replaced with one new meter bearing Sl No. "WES13214" in the month of Oct 2014. Further meter bearing Sl No. "WES13214" was replaced by a new meter bearing Sl No. "TWSP51019926" on dt. 11.07.2023. As per the physical verification report dt. 25.05.2024, the CMR of meter bearing Sl No. "TWSP51019926" is "000058" KWH units. It is also mentioned in the Physical Verification Report that the shop is locked since 24.12.2018. The Opposite Party has put up one bill revision proposal before the Division level bill revision committee for revision of bill for the period from Nov 2018 to May 2023 based on the average consumption of meter bearing Sl No. "TWSP51019926". As per the proposal, an amount of Rs. 15,857.89/- is to be credited (deducted from) to the complainant's account.

**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-5121-2218-0197 having CD-0.5 KW, under LT-General Purpose category, under ESO-

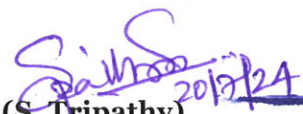
Bargarh-II. It was observed from the FG Database (Licensee's soft record) that, actual bills were raised to the complainant upto Oct 2018 billing with advanced meter reading of KWH "001157" recorded in meter Sl No. "WESI3214". Thereafter, provisional bills were continuously raised from Nov 2018 to July 2023, during which time no energy bills were raised from Feb 2022 to July 2022 having no reason found in FG database. It was revealed that a new meter bearing Sl No. "TWSP51019926" was installed in the complainant's premises on 11.07.2023, replacing the old meter Sl No. "WESI3214" and actual bills have been continuing since Jun 2023 onwards as per advanced meter reading recorded in the aforementioned meter. The Physical Verification Report dt. 25.05.2024 indicated that the existing meter bearing Sl No. "TWSP51019926" has been in running condition with advanced meter reading recorded as KWH "000058".

The bill revision proposal submitted by the Opposite Party before the Forum, indicates that, the bill revision period from Nov 2018 to May 2023, is proposed to be revised with proposed withdrawal amount of Rs. 15,857.89/-. It was noticed that, the Opposite party has acted upon the grievance petition filed by the complainant and has put up a bill revision proposal before the internal Division Level committee for full and final approval of the same. However, the Opposite Party is required to take necessary steps to adjust/ withdraw the finally approved amount to take effect into consumer database without further delay. The complainant is advised to pay the balance amount after final revision of bills and on intimation of the same by the Opposite Party.

If the complainant is aggrieved by the action/inaction of the Opposite Party, he is at Liberty to approach the Forum afresh with all necessary details for necessary adjudication and order thereof.

Since, the Opposite Party has taken necessary steps for revision of previous provisional bills of the complainant, the petition filed by the complainant is actively addressed.

Hence, the instant petition is hereby dropped.

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

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

Copy to:-

1. Sri Prabhakar Rao Nirwan, At-Lengu Mishra Chowk, PO/Dist-Bargarh, Mob-6370194278.
2. Sub-Divisional Officer (Elect.), Bargarh-I, 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:Bhoynagar, 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.ori.erc.org](http://www.ori.erc.org) under the "head "Cases->"GRF".