

**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)/ 110<sup>(6)</sup>

Date: 23.08.2024

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

1	Case No.	BGH/88/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Banchhanidhi Sahu At/Po-Chichinda, Sohela Dist-Bargarh-768033		5153-1408-0015	7978525875
3	Respondent/s	SDO(Elect), Sohela, TPWODL			Division B.W.E.D, TPWODL, Bargarh
4	Date of Application	15.07.2024			
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 √			
		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	15.07.2024			
9	Date of Order	23.08.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

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



**Appeared**

**For the Complainant-** Sri Banchhanidhi Sahu  
Represented by Bhupen Sahu

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

**GRF Case No- BGH/88/2024**

(1) Sri Banchhanidhi Sahu  
At/Po-Chichinda,Sohela  
Dist- Bargarh, Pin-768033  
Consumer No.- 5153-1408-0015

**COMPLAINANT**

**VRS**

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

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complaint petition filed in the name of Sri Banchhanidhi Sahu, At/Po-Chichinda,Sohela, represented by Bhupen Sahu, objected about abnormal Average/Provisional bills charged from Nov 2014 to Feb 2021 . Hence, the complainant prayed before the Forum to direct the Opposite Party to resolve the billing dispute.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party submitted the Physical Verification Report dt. 05.08.2024, Ledger statement from Aug 2007 to July 2024 and the written submission to the case. In reply to the case, the Opposite Party submitted that, abnormal average/provisional energy bills were raised from Jun 2013 to Oct 2014. Thereafter, energy bills were raised on actual basis from Nov 2014 to Aug 2016. Again, the energy bills were raised on Average basis from Sep 2016 to Dec 2020. In the Physical Verification Report dt. 05.08.2024, the Opposite Party mentioned that, Meter Sl No. TWSP51095524 is existing at the complainant's premises. The meter status is OK with CMR "1685" KWH units. The Opposite Party urged before the Forum to issue order as deemed fit.

**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-5153-1408-0015, having CD-01KW, under LT-Domestic category, under ESO,Sohela-II. The initial date of power supply to the complainant's premises was effected on 01.01.1990. The billing database revealed that Meter Sl No. "WESCO243115" was installed at the complainant's premises at the time of initial supply. Thereafter, one new meter bearing Sl No. "WE151775" was installed and updated in the billing month of Apr 2001. The meter SL No. "WE151775" was replaced with a new meter bearing Sl No. "WES23395" and updated in the billing database in the billing month of Dec 2014. Thereafter, new smart meter bearing Sl No. "TWSP51095524" was installed in the complainant premises replacing the old meter Bearing Sl No. "WES23395" and was updated in the billing database during the billing month of Feb 2024.



In the instant case, the complainant objected about the abnormal energy bill raised during the period from Nov 14 to Feb 21. Observing the billing pattern of the complainant it is observed that old Meter Sl No. "WE151775" was replaced with a new meter bearing Sl No. "WES23395" and updated in the billing database in the bi-monthly bill of Dec 2014. The energy bill was raised on actual basis in the bimonthly bill of Dec 2014 for bill units of "162" units with CMR "53". Thereafter from Dec 2014 to Oct 2015, the energy bills were raised on actual basis. In the month of Oct 2015, the energy bill was generated for 242 bill units with CMR "1451". Thereafter, from Dec 15 to Apr 2016, the energy bills were raised on Provisional basis. In the billing month of Jun 2016, actual energy bill was raised for bill units of "1852" units and CMR as recorded was "3303". Thereafter, in the bi-monthly bill of July-Aug 2016, the energy bill was generated in actual basis for huge bill units of "4765" units with CMR "8068", thereby charging an amount of Rs. 26,865/- in a single month. The energy bill from Oct 2016 to Dec 2020 were again raised on Average basis. In the month of Feb 2021, the energy bill was raised on actual basis for bill units of "453" units with CMR "8057".

The same meter bearing Sl No. "WES23395" was available in the complainant's premises from Dec 2014 to Feb 2021. Therefore, the Forum construed that the average/provisional energy bills raised from Dec 2014 to Feb 2021 is to be revised by spreading over the total units consumed by taking IMR "56" as recorded in the "month of Dec 14 and FMR "8057" as recorded in the month of Feb 2021.

### **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 raised to the complainant from Dec 2014 to Feb 2021 on the basis of recasting/ spreading over of total accumulated units on monthly basis by taking IMR "56" KWH as recorded in Dec 2014 and FMR "8057" KWH, as recorded in Feb 2021 billing in meter Sl No. "WES23395", 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  
Grievance Redressal Forum  
TPWODL, Bargarh-768028

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

Copy to: -

1. Banchhanidhi Sahu, At-Chichinda, Sohela, Mob-7978525875.
2. Sub-Divisional Officer (Elect.), Sohela, 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".