

**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)/ 107<sup>(6)</sup>

Date: 06.08.2024

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

1	Case No.	BGH/90/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Antaryami Nag At-Gondturum, Khuntlipali Dist- Bargarh.		5125-2305-1486	8455926228
3	Respondent/s	SDO(Elect), Bheden, TPWODL			Division B.E.D, TPWODL, Bargarh
4	Date of Application	24.07.24			
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	24.07.24			
9	Date of Order	06.08.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

**Place of Camp:** Office of Electrical Section Officer, Khuntlipali, TPWODL.



**Appeared**

**For the Complainant-** Antaryami Nag

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

**GRF Case No- BGH/90/2024**

(1) Sri Antaryami Nag  
At/PO-Gondturm,Khuntlipali  
Dist- Bargarh,  
Consumer No.- 5125-2305-1486

**COMPLAINANT**

**VRS**

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

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complaint petition filed by Sri Antaryami Nag, At/PO-Gondturm, Khuntlipali, disputed about abnormal energy bill raised in the month of Apr 2022. Hence, the complainant prayed before the Forum for an efficacious remedy for resolution of the billing dispute.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party submitted the ledger copies from Jan 2022 to Jun 2024 and the Physical Verification Report dt. 26.07.2024. As per the remark of the Opposite Party in the Physical verification report, the initial date of power supply to the complainant was effected on 28.02.2021. But the billing started from Jan 2022. The accumulated unit of 3235 units were billed in the single month of Apr 2022. One new smart meter bearing Sl No. TWSP51136754 is present in the complainant's premises and the CMR of the meter is 213KWH unit as on 26.07.2024.

**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-5125-2305-1486, having CD-0.5KW, under LT-Domestic category, under ESO,Khuntlipali. On examining the case in detail, it was observed that, the initial date of power supply to the complainant was effected on 28.02.2021 with meter Sl No. "1069180". But the first energy bill was generated on Jan 2022 on provisional basis. The energy bill were raised on provisional basis from Jan 2022 to Mar 2022. Thereafter, from the month of Apr 2022 to till date, the energy bills are being raised on actual basis. One new meter bearing Sl No. "TWSP51136754" was installed in the complainant's premises and updated in billing in the month of Feb 2024.

It was observed that no billing parameters were reflected in ledger as well as FG database indicating the energy billing done from Feb 2021 to Dec 2021. However, high consumption units of "3235" units charged in Apr 2022, considering meter reading as "3235" KWH of the meter Sl No."1069180". It was observed that the reading was entirely considered for billing in a single month, thereby charging Rs. 13,565.73/- for the month.

Hence the Forum construed that, the energy bill of the complainant is to be recasted and revised from the date of initial power supply, i.e Feb 2021 to Apr 2022 by spreading over the total bill units recorded in meter Sl No. "1069180" as on Apr 2022 i.e "3235" units from the date of installation of the same meter to Apr 2022.




### **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 and reassess the energy bills charged to the complainant for the period from Feb 2021 to Apr 2022, on the basis of actual monthly average consumption to be derived from the total accumulated units so recorded in the old meter (Meter No. "1069180") as on Apr 2022, by spreading over the entire units accumulated on monthly average basis from the date of installation of the same meter, 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)  
Member  
Grievance Redressal Forum  
TPWODL, Bargarh-768028

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

Copy to

1. Antaryami Nag, At/Po-Gandturum, Khuntlipali, Dist-Bargarh, Mob-8455926228.
2. Sub-Divisional Officer (Elect.), Bheden, 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.orierc.org](http://www.orierc.org) under the "head "Cases->"GRF".