

**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)/ 111 (4)

Date: 29.08.2024

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

1	Case No.	BGH/91/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Sushanta Meher At-Garvana, Turum Dist- Bargarh.		5120-0111-1027	8917302650
3	Respondent/s	EE(Elect), BED, Bargarh, 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	<u>29.08.2024</u>			
10	Order in favour of	Complainant	Respondent	Others	√
11	Details of Compensation awarded, if any.	NIL			

  
**PRESIDENT**

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



**Appeared**

**For the Complainant-** Sri Sushanta Meher  
Represented by Hemanta Meher

**For the Respondent -** EE(Elect), BED, Bargarh, TPWODL.  
Represented by SDO(Elect), Bheden, TPWODL

**GRF Case No- BGH/91/2024**

(1) Sri Sushanta Meher  
At-Garvana, Turum  
Dist- Bargarh,  
Consumer No.- 5120-0111-1027

**COMPLAINANT**

**VRS**

(1) EE (Elect.), BED, Bargarh, TPWODL

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complaint petition filed in the name of Sri Sushanta Meher, At-Garvana, Turum, represented by Sri Hemanta Meher, disputed about abnormal energy bills raised from July 2023 to Oct 2023. 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 meter change protocol dt. 17.11.2023, Physical Verification Report dt. 15.11.2023, copy of one bill revision proposal put up before the Zonal Head for approval and the written submission to the case. In reply to the case the Opposite Party submitted that, the complainant is availing power supply under LT-General purpose Category tariff for a load of 08KW. After receiving the complaint regarding abnormal bill during the period from Jul 23 to Oct 23, the Enforcement team of the Licensee visited the complainant's site on dt. 15.11.2023. On the strength of the Physical Verification Report and after due verification, the MMG team declared the meter Sl No. "10003050" as defective and new meter bearing Sl No. "10044446" was installed in the complainant's premises replacing the old defective meter on dt. 17.11.2023. Basing on the report of both Enforcement Team and MMG team, the energy bill raised on the basis of consumption of the old defective meter during the period from Sep 2022 to Nov 2023 is revised by taking the average of six months consumption of the new meter bearing Sl No. "10044446". The bill revision proposal is under the process of approval of competent authority. As per the proposal, an amount of Rs. 52,183.05 is to be withdrawn from the complainant's energy bill.

**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-5120-0111-1027, having CD-08KW, under LT-General Purpose 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

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






26.01.2016. The energy bills are being raised on actual/provisional basis from the date of supply till the last bill. As observed from the FG database (Licensee's soft record) , new smart meter bearing Sl No. "10003050" was installed in the complainant's premises on dt. 19.08.2022. The energy bills were raised on actual basis in the month of Sep 2022 for "1187" bill units with CMR "1296". The energy bills continued to be raised on actual basis till Oct 2023. In the month of Nov 2023 new meter bearing Sl No. "10044446" was installed in the complainant's premises replacing the old defective meter Sl No. "10003050" on dt. 17.11.2023.

In the instant case, the complainant has objected about the abnormal bill raised during the period from July 2023 to Oct 2023. As observed from the billing records, the complainant was billed with high units @ 1196/@1129/@893/@1288 units from July 23 to Oct 23. After scrutiny of the available records and documents, it was found that, the meter bearing Sl No. "10003050", which was installed in the complainant's premises during the period from July 2023 to Oct 2023 was rendered defective. Therefore, a new smart meter bearing Sl No. "10044446" was installed on dt. 17.11.2023. The Opposite Party has submitted the copy of a bill revision proposal, put up before the competent authority for revision of bill of the defective meter period, i.e from Sep 2022 to Nov 2023 as per the succeeding six months average consumption of the new meter bearing Sl No. "10044446". As per the proposal an amount of Rs. 52,183.05 is to be withdrawn from the complainant's account (Credited). The Opposite Party is required to intimate the complainant accordingly, regarding the final withdrawal amount approved by the Licensee and the balance amount payable. However, the Opposite Party should complete the entire process of adjustments in subsequent billing with reasonable promptitude and agility.

The Forum construed that, the complainant's Grievance Petition is addressed by the Opposite Party in revising the previous abnormal bills of the defective meter period.

Hence, the instant Petition is hereby dropped.

  
29/11/24  
**MEMBER (Finance)**  
**Grievance Redressal Forum**  
**TPWODL, Bargarh-768028**

  
29/02/24  
**PRESIDENT**  
**Grievance Redressal Forum**  
**TPWODL, Bargarh-768028**

Copy to: -

1. Sushanta Meher, Garvana, Turum, Dist-Bargarh, Mob-8917302650.
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".