

**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)/ 114<sup>(4)</sup>

Date: 31.08.2024

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

1	Case No.	BGH/94/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Binod Tandi At-Kakanara, Paikmal. Dist-Bargarh	5154-1105-2371	6372956005	
3	Respondent/s	S.D.O (Elect), Paikmal , TPWODL		Division B.W.E.D, TPWODL, Bargarh	
4	Date of Application	13.08.2024			
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	13.08.2024			
9	Date of Order	31.08.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

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



**Appeared**

**For the Complainant-** Sri Binod Tandi  
Represented by Sri Jayanta Kumar Tandi

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

**GRF Case No- BGH/94/2024**

(1) Sri Binod Tandi  
At-Kakanara  
Paikmal, Dist- Bargarh,  
Consumer No.- 5154-1105-2371

**COMPLAINANT**

**VRS**

(1) S.D.O (Elect), Paikmal, TPWODL

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complaint petition filed in the name of Sri Binod Tandi, represented by Sri Jayanta Kumar Tandi, objected about additional bill amount charged in the billing month of Apr 2023, even though actual bills were raised as per advanced meter readings recorded & 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. 29.08.2024, ledger abstract from Mar 2012 to July 2024 and the written submission to the case. In reply to the case, the Opposite Party submitted that, the initial date of power supply to the complainant was effected on 26.03.2012. The energy bills were raised on actual basis till the bi-monthly bill of Aug 2021. Thereafter, from Oct 2021 to Jun 2022 the energy bills were raised on Provisional basis. The provisional period assessment was done from Jun 2021 to Feb 2023. But in the period from Aug 2022 to Feb 2023, the energy bills were raised on actual basis. Hence the Opposite Party urged before the Forum to issue order as deemed fit for revision of the provisional assessment.

**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-5154-1105-2371, having CD-01 KW, under LT-Domestic category, under ESO-Paikmal. The date of initial power supply to the complainant was on 26.03.2012. As per complaint made by the complainant, it was observed from the ledger abstract that, an amount of Rs. 5,879.64/- was added (debited) in Mar 2023 billing on the basis of bill revision carried out for the period from Jun 2021 to Feb 2023, considering IMR "000970" KWH and FMR "002289" KWH recorded in meter Sl No. "WES39955". It was revealed from records that, the meter Sl No. "WES39955" was installed and updated in billing during Dec 2014 and

advanced meter readings were recorded and actual bills were charged. The latest Physical Verification Report dt. 29.08.2024 indicated that, the same meter has been in running condition with advanced meter readings recorded as KWH "002812". On examining the period of bill revision already carried out from Jun 2021 to Feb 2023, it was observed that, the current meter reading for the month of Jun 2021 was recorded for billing as KWH "002082" & the meter readings were advanced upto the reading of KWH "003015" as recorded in Feb 2023 billing. However, the Opposite Party has considered the current reading for Feb 2023 as KWH "002289" as per bill revision carried out.



The Opposite Party was asked to submit the detailed calculation effecting debit sundry in Mar 2023 billing with proof of photo readings recorded in meter Sl No. "WES39955" for the bill revision period from Jun 2021 to Feb 2023. However, the Opposite Party could not furnish the same after giving sufficient reasonable time to submit.

In the instant case, actual bills were already raised from Jun 2021 to Feb 2023, but the reason for revising the actual bills could not be established. However, The Forum observed from the records that, the existing meter bearing Sl No. "WES39955" has been in running condition with advanced meter reading recorded as KWH "002812" as on 29.08.2024, which was also confirmed from the meter photo readings available in FG database (Licensee's soft record). If the Forum concludes that, the final actual meter readings as on Feb 2023 recorded in meter Sl No. "WES39955" was KWH "002289", the energy billing already raised from the month of installation of the above stated meter are to be revised till Feb 2023, instead of Jun 2021 to Feb 2023 period only.

Hence, the Forum is of the considered opinion that, the energy bills raised from Dec 2014 till Feb 2023 are to be revised again to consider the entire period of consumption, thereby spreading over /recasting the entire accumulated units as recorded in Feb 2023 billing, from the date of installation of the same meter ( Meter SL No. "WES39955").

### **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 monthly energy bills charged from Dec 2014 to Feb 2023 on the basis of actual monthly average consumption recorded in meter Sl No. "WES39955", by recasting/spreading over of total accumulated units as recorded in Feb 2023 billing, from the date of installation of the same, duly adjusting the bill revision already made earlier, and/or the benefit arising 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 and ensure payment thereof.

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*  
31/08/24

(S. Tripathy)  
Member (Finance)

**MEMBER**

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

*B.K. Singh*  
31/08/24

(B.K. Singh)  
PRESIDENT

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

Copy to:

1. Binod Tandi, Kakanara, Paikmal, Dist-Bargarh, Mob-6372956005
2. Sub-Divisional Officer (Elect.), Paikmal, 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".