

**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)/ 118<sup>(4)</sup>

Date: 18.09.2024

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

1	Case No.	BGH/96/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sushanta Nanda At/Po-Gourenmunda, Gaisilet Dist-Bargarh		5152-0212-1186	9078280476
3	Respondent/s	SDO(Elect), Padampur, TPWODL			Division B.W.E.D, TPWODL, Bargarh
4	Date of Application	20.08.24			
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, Regulation 157 √			
		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	20.08.2024			
9	Date of Order	18.09.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

B.K

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

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



**Appeared**

**For the Complainant-** Sri Sushanta Nanda  
Represented by Jangyasini Nanda

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

**GRF Case No- BGH/96/2024**

(1) Sushanta Nanda  
At/Po-Gourenmunda  
Dist- Bargarh  
Consumer No.- 5152-0212-1186

**COMPLAINANT**

**VRS**

(1) SDO(Elect), Padampur, TPWODL

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complaint petition filed in the name of Sri Sushanta Nanda, At/Po-Gourenmunda, Gaisilet, represented by Jangyasini Nanda, objected about wrong bills charged during last six years as the house was in locked condition and no power supply was availed. Hence, the complainant prayed before the Forum to issue order to revise the previous bills accordingly.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has submitted the Physical Verification Report dt. 27.08.24, Ledger detail from Sept 2017 to July 2024, Meter photo reading of meter Sl No. "WCS24180" and the written Submission. In reply to this case, the opposite party mentioned that the initial date of power supply to the complainant was effected on 16.06.2017. Thereafter, energy bills were raised on provisional/average basis from Feb 2019 to Sept 2023. A new meter bearing Sl No. "WCS24180" was installed in the complainant's premises on dt. 22.10.2021, but the same was reflected in billing on dt. 13.10.2023. The bill for the period from Nov 2021 to Sept 2023 was adjusted in billing database with final meter reading "2264" on dt. 06.10.2023 and an amount of Rs. 2,865.92 was debited in the complainant's account. The opposite party urged before the Forum to issue order as deemed fit.

**OBSERVATION**

The case is perused with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL, bearing Consumer No-5152-0212-1186, having CD-01KW, under LT-Domestic category, under ESO, Gaisilet. It was observed from the ledger abstract that the first energy bill was raised in the month of Sept 2017 and actual bills were continued upto May 2018 billing. Thereafter, provisional bills were raised from Jun 2018 to July 2020 and subsequent average bills raised from Aug 2020 to Sept 2023, but such bills were not adjusted subsequently in a proper manner. The FG Database ( Licensee's Soft record) indicates that, a new meter



bearing Sl no. "WCS24180" was installed physically on 22.10.2021, but reflected in billing database off late on 13.10.2023, as a result of which average bills were raised also during Oct 2021 to Sept 2023, that could have been avoided if the meter installation report would have updated in time. However, actual bills continued to charge thereafter from Oct 2023 onwards. The complainant also could not substantiate his averments made regarding non usage of power during the last six years with necessary proof of documents like disconnection and reconnection made in earlier occasions.

The Opposite Party was asked to submit the last meter change protocol details carried out on dt. 22.10.2021 as reflected in FG database (Licensee's Soft record). But in reply to this, the Opposite Party mentioned that, the said meter bearing Sl No. "WCS24180" was installed physically in the complainant's premises on dt. 22.10.2021, but meter change protocol is not available in the Section Office. Hence, in the absence of last meter change protocol report, that was updated in consumer ledger on 22.10.2021, the Forum could not ascertain the exact date of actual meter replacement done. On analysing the consumption pattern, it was observed as per record that , from the date of meter change till Oct 2023 billing, the new meter was advanced to KWH "2304", i.e @ 92 units/month and thereafter, from Nov 2023 to July 2024, the same meter was advanced to KWH "2452", i.e @ 16 units/month.

The Forum observed that the provisional/average bills raised from Oct 2021 to Sept 2023 are already revised and an additional amount of Rs. 2,685.92/- is added to the complainant's bill during Oct 2023. However, the date of replacement of old meter with new one could not be ascertained and hence, the period of bill revision already carried out appeared to be not conclusive in nature.

From the aforementioned facts, statements and reports available, the Forum is of the considered opinion that, the average energy bills raised from Nov 2021 to Oct 2023 are to be revised considering the actual monthly consumption recorded subsequently from Oct 2023 to Mar 2024, as per Regulation 157 of OERC Distribution (Conditions of Supply) Code,2019.

### **ORDER**

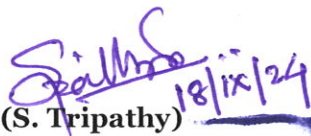
*Considering the documents and statements submitted by both the parties and agreed upon at the time of hearing, the Forum hereby passes orders in consonance with regulations of the OERC Distribution (Conditions of Supply) Code 2019.*


- 1. The Opposite Party is directed to revise the monthly energy bills charged to the complainant from Nov 2021 to Oct 2023, as per Regulation 157 of OERC Distribution (Conditions of Supply) Code, 2019, on the basis of six months actual monthly average consumption (i.e From Oct 2023 to Mar 2024), recorded in meter Sl No. "WCS24180", 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 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 as per regulation- 144 of OERC Distribution (Conditions of Supply) Code,2019. Failure to make such payment in this regard would attract disconnection of power supply as per section-56 of the Indian Electricity Act.

**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 (Finance)  
CCRF, Bargarh  
**MEMBER**  
**Grievance Redressal Forum**  
**TPWODL, Bargarh-768028**

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

Copy to: -

1. Sushanta Nanda, At/Po-Gourenmunda, Gaisilet, Dist-Bargarh, Mob-9078280476
2. Sub-Divisional Officer (Elect.), Padampur,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.orienc.org](http://www.orienc.org) under the “head “Cases->”GRF”.