

**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)/ 120<sup>(4)</sup>

Date: 23.09.2024

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

1	Case No.	BGH/98/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Balmukund Sahu At-Mutia Mahul, Melchhamunda Dist-Bargarh		5150-0116-3998	9777559612
3	Respondent/s	EE, BWED, Bargarh , 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, √			
		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	20.08.24			
9	Date of Order	23.09.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

  
**PRESIDENT**

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

**Hearing At:** Office of Electrical Section Officer, Melchhamunda, TPWODL.



**Appeared**

**For the Complainant-** Sri Balamukunda Sahu

**For the Respondent -** EE (Elect.), BWED, Bargarh, TPWODL.

Represented by Dy. Manager (F&C), BWED, Bargarh, TPWODL

**GRF Case No- BGH/98/2024**

(1) Sri Balamukunda Sahu  
At-Mutia Mahul, Melchhamunda  
Padampur, Dist- Bargarh.  
Consumer No.- 5150-0116-3998

**COMPLAINANT**

**VRS**

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

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complaint petition filed by Sri Balamukunda Sahu, At-Mutia Mahul, Melchhamunda, Padampur, objected about sudden abnormal high energy bill raised in the month of Jan 2024. 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. 30.08.2024, meter photo reading of Meter Sl No. "TWSC59010946", ledger abstract from May 2017 to July 2024 and the written submission to the case. In reply to the case, the Opposite Party submitted that, the complainant was availing power supply since 05.04.2017 without meter, under Irrigation Pumping and Agriculture (LT) Category for a load of 2.50KW. Energy bills were raised on average basis from the date of power supply to Jun 2020 and the power supply was disconnected for the period from July 2020 to Dec 2023. After reconnection, the energy bill was raised for "9486" units during the billing month of Jan 2024, for 34 months on provisional basis with bill amount of Rs. 16,033.58/-. One new meter bearing Sl No. "TWSC59010946" was installed in the complainant's premises on dt. 03.04.2024. After meter change, the provisional bill for the period from Jan 2024 to Feb 2024 has not been adjusted. 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-5150-0116-3998 having CD-205 KW, under LT-Irrigation Pumping and Agriculture category, under ESO Melchhamunda. The Forum observed that, the first bill was generated in the month of May 2017 on average basis. Energy bills were raised on average basis from May 2017 to Jun 2020 @ 271 units/@800 units per month as there was no meter installed and updated in billing. No energy bills were charged from July 2020 to Mar 2021 as the service connection was officially disconnected. Again, no trace of billing records found in consumer ledger from Apr 2021 to Dec 2023. However, it was

observed from the ledger abstract that, closing balance outstanding as on Mar 2021 was Rs. 5,062.74/-, but opening balance as on Jan 2024 was Rs. (-)0.80/-. Hence, the opening balance of appear as on Jan 2024 billing couldn't be traced, as the last payment made by the complainant was of Rs. 20,000/- effected during Feb 2020 billing. The Opposite Party could not furnish any details on this aspect. Thereafter, provisional bills were charged from Jan 2024 to Feb 2024, wherein, the energy bill for the month of Jan 2024 was raised with "9486" units in a single month amounting to Rs. 16,033.58/- for the month. The Opposite Party submitted that, the energy bill for Jan 2024 was raised for 34 months in a single month on provisional basis. The Opposite Party also submitted that, the power supply remained disconnected for the period from July 2020 to Dec 2023. On 03.04.2024, a new smart meter bearing Sl no. "TWSC59010946" was installed in the complainant's premises and updated in billing accordingly. Currently, actual bills are being charged as per consumption recorded in new meter installed.

The Physical Verification Report dt. 30.08.2024 indicated that, the aforementioned meter has been available in the premises with meter status found "OK" and advanced meter reading recorded as KWH "001341". The ledger abstract revealed that Rs. 11,016/- has been credited back to the complainant's account during Apr 2020, but the reason for effecting of such sundry amount into billing database was not clarified by the Opposite Party. The Opposite Party also could not submit the date of actual disconnection and subsequent reconnection effected with proof of records.

On examining the records in detail available on record, the Forum construed that, average and provisional bills so charged to the complainant previously are required to be revised accordingly in consonance with Regulation 157 of OERC Distribution (Conditions of Supply) Code, 2019, upto and including two years, prior to the date of last meter installation done in this case.

### **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 from Oct 2018 to Jun 2020 period and from Jan 2024 to Mar 2024 period on the basis of succeeding Six months actual monthly average consumption recorded in meter Sl No. "TWSC59010946" from the date/month of installation of the same, in consonance with Regulation 157 of OERC Distribution (Conditions of Supply) Code, 2019, taking into account the monthly fixed charge only to be levied during the Line disconnection period from July 2020 to Dec 2023.*
- 2. The Opposite party is directed not to consider the bill revision for the period already where the complainant has availed the OTS scheme and rebate thereon, if any, as applicable as not submitted any information for the same by either of the parties.*
- 3. 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.*

4. 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.

  
23/09/24  
(S. Tripathy)  
MEMBER (Finance)

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

  
23/09/24  
(B.K. Singh)  
PRESIDENT

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

- Copy to
1. Balamukunda Sahu, Mutia Mahul, Melchhamunda, Gaisilet, Dist-Bargarh, Mob-9777559612.
  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”.