

**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)/ 33(4)

Date: 17.02.2024

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

1	Case No.	BGH/01/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Keshab Majhi At-Temren, Bhatli, Dist-Bargarh		5120-0103-6924	6370056417
3	Respondent/s	SDO(Electrical), Bhatli , TPWODL			Division B.E.D, TPWODL, Bargarh
4	Date of Application	06.01.2024(Received on dt. 06.02.24 from Opposite Party)			
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	06.01.2024			
9	Date of Order	17.02.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



**Place of Camp:** Sub-Division Office, TPWODL, Bhatli.

**Appeared**

**For the Complainant-** Keshab Majhi  
Represented by Rajesh Majhi

**For the Respondent -** EE (Elect.), BED, Bargarh, TPWODL.  
Represented by Priyabrata Joshi, Junior Manager, (F), BED, Bargarh, TPWODL

**GRF Case No- BGH/01/2024**

(1) Keshab Majhi  
At-Temren  
Bhatli,  
Dist- Bargarh.  
Consumer No.- 5120-0103-6924

**COMPLAINANT**

**VRS**

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

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complaint petition filed in the name of Sri Keshab Majhi, At-Temren, Bhatli, represented by Rajesh Majhi objected about abnormal bill raised in the month of Mar 2023. The Complainant prayed before the Forum to direct the Opposite Party to resolve the billing dispute accordingly.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party submitted the ledger copies from Aug 2017 to Dec-2023, Physical Verification Report (PVR) dt. 21.12.2023 and written submission in this case vide letter No. 83, dt. 05.02.2024. In reply to this case, the Opposite Party submitted that the complainant is availing power supply in Irrigation Pumping & Agriculture category with a connected load of 2.5KW. The date of initial power supply to the complainant was 23.08.2017. The energy bills from Dec 2017 to Feb 2023 has been raised on Provisional basis with Meter Sl No. "WES47657". In the month of Mar 2023 the energy bill was raised on actual basis for meter reading of "269694" KVAH unit and "215092" KWH reading. The provisional bills raised till Feb 2023 was duly adjusted in the energy bill of Mar 2023 resulting a bill amount of Rs. 3,59,741.84 in single month. Again the energy bill from Apr 2023 to Oct 2023 were raised on Provisional basis. New smart meter bearing Sl No. "10048099" was installed in the complainant's premises on dt. 04.11.2023 declaring the old meter Sl No. "WES47657" as defective. The opposite party urged before the Forum to issue necessary 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-5120-0103-6924 having CD-2.5KW, under LT-Irrigation pumping & Agriculture category, under ESO-Bhatli. On examining the case in detail, the Forum observed from the records that the date of initial power supply to the complainant was 23.08.2017. The energy bill was raised on actual basis till Nov 2017. Thereafter, from Dec 2017 to Feb 2023, the complainant was billed on Average basis. In the month of Mar 2023, the bill was raised on actual basis with "269694" bill units and the provisional bills





of the period till Feb 2023 was adjusted, but has resulted in a final bill amount of Rs. 359741.81 for the month of Mar 2023. Thereafter, the complainant was again billed on Provisional from Apr 2023 to Jul 2023 @4149 units/@3306 units/@6697 units/@3404 units respectively which is very non uniform billing. A new smart meter bearing Sl No. "10048099" was installed in the complainant's premises on dt. 04.11.2023 declaring the old meter defective. Thereafter actual energy bill was raised on Oct 2023 with 8527 bill units and CMR "1391" which is also high billing. It was observed that monthly average consumption so derived @3163 units per month (Considering the current meter reading of "215092" KWH recorded in Mar 2023, thereby spreading over the entire consumption units from the date of installation of Meter Sl No. "WES47657", i.e from the initial supply date on 23.08.2017) is highly erratic as per connected load of CD 2.5KW under LT Irrigation pumping & Agriculture category and is not in line with the present consumption of @ 288 units per month recorded in the existing meter bearing Sl No. "10048099". The Forum also observed that there were no advancement of meter reading recorded after Mar 2023, but the same old meter (Meter Sl No. WES47657) was later declared defective and replaced with a new meter No. "10048099" on dt. 04.11.2023

The opposite party could not submitted the Meter change protocol and the Final Meter reading photo of the old meter bearing Sl No. "WES47657". In the absence of the same the correctness of the old meter reading could not be ascertained. Therefore, the meter reading recorded in Mar 2023 of KWH "215092" and KVAH "269694" is considered as fictitious.

Since, the reply of the opposite party is not corroborated by facts establishing correctness of the final reading of the old meter bearing Sl No. "WES47657", the Forum construed that disputed energy bills are to be revised upto a maximum period of two years prior to the month in which disputed period of bill ends, i.e from Nov 2021 to Oct 2023 , as per Regulation 157 of OERC Distribution (Condition of Supply) Code, 2019, considering the actual monthly average consumption recorded in the existing meter bearing serial No"10048099".

### **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 reassess and revise the energy bill of the complainant from Nov 2021 to Oct 2023 on the basis of succeeding six months consumption of Meter Sl No. "10048099" from the date of installation, i.e 04.11.2023.*
- 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 and ensure payment thereof.*



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 as per regulation- 144 of OERC Distribution(Conditions of Supply)Code,2019.

**The Opposite party is directed to submit the compliance report to this Forum within four months from the date of issue of this order.**

Accordingly, the case is disposed of.

  
(S. Tripathy)  
Member (Finance)  
MEMBER

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

  
(B.K. Singh)  
(President)  
PRESIDENT

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

**Copy to: -**

1. Keshab Majhi, At-Temren, Bhatli, Dist-Bargarh, Mob-6370056417.
2. Sub-Divisional Officer (Elect.), Bhatli, TPWODL, Bhatli 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".