

**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)/ 35(4)

Date: 17.02.2024

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

1	Case No.	BGH/05/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Kuber Majhi At-Temren Bhatli, Dist-Bargarh		5120-0103-2783	6370201160
3	Respondent/s	SDO(Electrical), Bhatli , TPWODL			Division B.E.D, TPWODL, Bargarh
4	Date of Application	06.01.2024(Received on dt. 05.02.24 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			

**PRESIDENT**

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



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

**Appeared**

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

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

**GRF Case No- BGH/05/2024**

(1) Kuber Majhi  
At-Temren  
Bhatli,  
Dist- Bargarh.  
Consumer No.- 5120-0103-2783

**COMPLAINANT**

**VRS**

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

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complaint petition filed in the name of Kuber Majhi, At-Temren, Bhatli, represented by Rajesh Majhi objected about abnormal bill raised for an amount of RS. 30,000/-. 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 Feb 2001 to Dec-2023, Physical Verification Report (PVR) dt. 21.12.2023 and the written statement vide letter No. 81, dt. 05.02.2024. In reply to this case, the Opposite Party submitted that the complainant is availing power supply under Irrigation Pumping & Agriculture Category prior to 2001. The energy bill of the complainant was raised on provisional/Average basis up to Mar 2022 with meter status "Without Meter". One new Meter bearing Sl No. "TPU021951" was installed in the complainant's premises on dt. 25.04.2022 and bill for the month of Apr 2022 was raised on actual basis. Thereafter, energy bills were charged on Average basis upto Nov 2023 due to faulty meter reading. After verification of the meter status, the Average/Provisional bills raised after installation of meter was revised on the basis of actual meter reading and an amount of Rs. 10840.05 was debited in the energy bill in the month of Nov 2022. The opposite party urged before the Forum that the billing is OK and there is no scope for further revision.

**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-5120-0103-2783 having CD-3 KW, 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 on 01.01.1990. The energy bill was raised on Provisional/Average basis from the date of supply till Mar 2022. One new Meter bearing Sl No. "TPU021951" was installed in the complainant's premises on dt. 15.04.2022 and updated in billing on dt.






25.04.2022 . After the installation of meter actual bill was raised in the month of Apr 2022 and thereafter Provisional/Average bills were raised till Nov 2022. In the billing month of Dec 2022, the provisional/Average bills raised from May 2022 to Nov 2022 were adjusted on the basis of actual meter reading recorded and an amount of Rs. 10840.05 was debited in the energy bill of the complainant. Thereafter, actual bills were raised till Dec 2023.

As seen from records & submission of reports by the Opposite Party, there is no scope for revision of bill as the differential bill units of "7654" was properly charged as per tariff applicable and debited(added) in the billing month of Dec 2022. Hence, the accumulated billed units (recorded in Meter Sl No. TPU021951) charged in Dec 2022 is found to be correct in manner and no anomaly was found in billing for the month.

*Hence, the instant case is hereby dropped.*

  
(S. Tripathy) 17/12/2024  
MEMBER  
Member (Finance)  
**Grievance Redressal Forum**  
**TPWODL, Bargarh-768028**

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

**Copy to: -**

1. Kuber Majhi, At-Temren,Bhatli, Dist-Bargarh.Mob-6370201160
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".