

**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)/ 09(4)

Date: 18.01.2024

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

1	Case No.	BGH/11/2023			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Ram Ch. Agrawal At/Po-Sohela Dist-Bargarh		5153-0101-0457	9090000509
3	Respondent/s	SDO(Electrical), Sohela, TPWODL			Division B.W.E.D, TPWODL, Bargarh
4	Date of Application	19.12.23 (Received on 11.01.24 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	19.12.23			
9	Date of Order	18.01.2024			
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, Sohela.

**Appeared**

**For the Complainant-** Ram Ch. Agrawal

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

**GRF Case No- BGH/11/2023**

(1) Ram Ch. Agrawal  
At/Po-Sohela,  
Dist- Bargarh.  
Consumer No.- 5153-0101-0457

**COMPLAINANT**

**VRS**

(1) SDO(Elect.) Sohela, TPWODL

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complaint petition filed in the name of Sri Ram Ch. Agrawal, Sohela, objected about the abnormal energy bill of Rs.26521/- charged in February-2023. Hence, 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 June-2021 to October-2023, Physical Verification Report (PVR) dt.02.01.2024, copy of correspondence received from central bill revision team regarding revision of bills from April-2022 to December-2022 and a written statement on this case. In reply to this case, the Opposite Party submitted that a new meter was installed in the complainants premises on 11.05.2022 but provisional/average bills were charged till January-2022. In the month of February-2023, a bill revision was done from the backend team for the period from 11.05.2022 to 23.01.2023 and Rs. 26520/- was debited. The Opposite further submitted that no actual bills were raised from the date of meter installation to till date. Hence, the Opposite Party urged before the Forum issue necessary orders 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-5153-0101-0457 having CD-3KW, under LT-domestic category, under ESO-1, Sohela. On scrutinizing the case in detail, it was observed from the ledger abstract that, closing balance of arrear shown in January-2023 bill was of Rs.1083.54/- & opening balance of arrear shown in February-2023 bill was of Rs. 26521.28/-. The old meter bearing SL.NO."LW517902" that was existing from July-2021 to September-2022 but provisional bills were served during the aforementioned period. The FG billing





database (Licensees soft. records) indicated that a new meter bearing SL.NO. " TW02012823" was installed in the premises on 11.05.2022 but monthly billing continued on provisional/average basis, as the same meter change protocol was updated off late in billing during October-2022. But, again, average bills were continued to charge from October-2022 till last billing (Nov-2023). The physical verification report dtd.01.01.2024 revealed that a new meter having serial No.-" TPWODL1157497" has been available in the premises since 15.03.2023 but it is surprised to learn that the same has not been updated in billing database till date which resulted into charging of continuous average bills till last billing.

As per the contentions & averments made by the complainant, it is observed from the records that a debit sundry of Rs.26520.64/- was given effect in February-2023 billing. The O.P. was asked to submit the details of bill revision already made from the date of change of meter bearing SL.NO."TW02012823" i.e. from 11.05.2022 to 23.01.2023, establishing the initial and final meter readings considered during bill revision process, by submitting copies of meter photo readings. However, the reply submitted by the O.P. was not conclusive as it failed to establish the proof of initial meter reading considered & also did not cover the entire period of average bills charged even after January-2023.

Hence, the Forum is of the opinion that previous bill revision carried out from 11.05.2022 to 23.01.2023 is to be reassessed again. Considering the limitations of revision of previous energy bills as per Regulation 157 of OERC Distribution (Condition of Supply) Code, 2019, The O.P. is required to revise the bills charged from December-2021 to November-2023 on the basis of actual monthly/daily average consumption recorded in the existing running meter.

### **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 & revise the energy bills raised to the consumer for the period from December-2021 to November-2023, based on the actual monthly/daily average consumption recorded in the existing meter bearing meter sl. no." TPWODL1157497", considering initial meter reading of as on the date of installation of aforementioned meter and final meter reading of KWH"001426" as on 02.01.2024 (as per Physical verification report submitted).*
- 2. The Opposite party is directed to update the existing meter (Meter Sl No. "TPWODL1157497) status into billing database without further delay, in order to avoid wrong generation of bills.*
- 3. 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.*




4. 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.
5. 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 one month from the date of issue of this order.**

Accordingly, the case is disposed of.

  
(S. Tripathy) 18/11/24  
Member (Finance)  
**MEMBER**  
Grievance Redressal Forum  
TPWODL, Bargarh-768028

  
(B.K. Singh) 18/11/24  
(President)  
**PRESIDENT**  
Grievance Redressal Forum  
TPWODL, Bargarh-768028

Copy to: -

1. Sri Ram Chandra Agrawal, At/Po-Sohela, Dist-Bargarh.
2. Sub-Divisional Officer (Elect.), Sohela,TPWODL, Sohela 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".