

**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)/ 43<sup>(4)</sup>

Date: 22.02.2024

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

1	Case No.	BGH/13/2023			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Prafulla Barai At/Po-Katapali Dist-Bargarh		5123-2108-0190	7978382977
3	Respondent/s	SDO(Electrical), Bargarh-II , TPWODL			Division B.E.D, TPWODL, Bargarh
4	Date of Application	21.12.23			
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	21.12.23			
9	Date of Order	22.02.2024			
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:** Office of Sub-Divisional Officer, Bargarh-I, TPWODL, Bargarh.

**Appeared**

**For the Complainant-** Prafulla Barai

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

**GRF Case No- BGH/13/2023**

(1) Prafulla Barai

At/PO-Katapali,

Dist- Bargarh.

Consumer No.- 5123-2108-0190

**COMPLAINANT**

**VRS**

(1) SDO(Elect.) Bargarh-II, TPWODL

**OPPOSITE PARTY**

**GIST OF THE CASE**

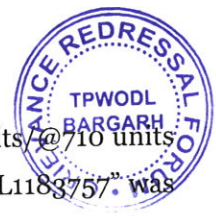
The Complaint petition filed by Sri Parafulla Barai, At/Po-Katapali, Bargarh, holding electrical consumer No-5123-2108-0190, raised objection about another energy bill being wrongly generated in the name of his son, Sri Sumit Barai, bearing consumer No-5123-2107-0190 & also averred that the bill in the name of his son as per billing records is a false record & no such line is physically existing nor utilizing any supply to his premises. In this context, the complainant also submitted that he is utilizing a single domestic supply with one meter installed. 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 Physical Verification Reports dt. 27.12.2023 of Prafulla Barai, Consumer No. 5123-2108-0190 & Sumit Barai, Consumer No. 5123-2107-0190. The Opposite Party has mentioned in the PVR that Sumit Barai, Consumer No. 5123-2107-0190 doesn't exist in the premises and no meter is available at site. The Opposite Party submitted that Prafulla Barai, bearing consumer No.5123-2108-0190 is availing supply at the same premises through Meter Sl No. TPWODL1183757 with meter status "OK". Current Meter reading of the aforementioned meter was "10358" KWH units as on dt. 27.12.2023. In reply to the case, SDO, (Elect),Bargarh-II submitted that the complainant consumer is paying wrongly his energy dues in the ghost consumer No. 5123-2107-0190, instead of the actual consumer No. 5123-2108-0190. The total amount of RS. 7090/- wrongly paid towards the consumer No. 5123-2107-0190 is adjusted to the actual consumer No. 5123-2108-0190 by giving credit sundry adjustment on dt. 09.01.2024 and the consumer No. 5123-2107-0190 is dismantled . The Opposite Party urged before the Forum to issue necessary 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-512321080190 having CD-2.5KW, under LT-Domestic Purpose category, under ESO, Barhaguda. On examining the case in detail it was observed from the ledger abstract that, the initial date of power supply as per records was on 01.01.1990. The consumer was billed on actual basis till July 2019. From Aug 2019 to May 2023, the energy bills were raised on Provisional/Average basis due to defective meter @ 1651 units/ month from Aug 2019 to Sep 2021, @ 1871 units/@1086 units/@2172 units/@162



unit/@1290 units/@150 units/@186 units/@192 units/@162 units/@168 units/@210 units/@710 units from time to time till May 2023. On 30.05.2023, one new meter bearing Sl No. " TPWODL1183757" was installed in the complainant's premises replacing the old meter SL. NO.-" WCS22054" and thereafter, monthly energy bills are being generated on actual basis in the name of Sri Parfulla Barai (the complainant) bearing consumer No-512321080190. The current outstanding as of December-2023 billing stands at Rs. 8,05,289.38/ & the last payment made against the above consumer no. was on 13.11.2023, amounting Rs.8,096/-. As per records available in FG database (Licensee's soft records) from April-2018 onwards, no payments were made by the complainant except the above payment of Rs8096/- as noted above.

In connection to the objection filed by the complainant regarding false billing being generated in the name of his son, namely, Sri Sumit Barai, bearing consumer No"5123-2107-0190", it was observed from the billing records that the consumer No" 512321070190" is existing the name of Sri Sumit Barai at the same location as of the complainant's premises, having initial power supply date on 01.01.1990. The ledger abstract revealed that monthly energy bill is stopped presently due to official disconnection being effected in billing on 08-Jan-2024. However, it was noticed that payments were made against the consumer No" 5123-2107-0190", month on month basis, the last payment made was of Rs.310/- on 01/12/2023 & Rs. 285/- on 20/12/2023. The amount of Rs. 1,20,467.57/- stands outstanding as of December-2023. The Forum observed that payments have been made at times against both consumer Nos. viz. 5123-2108-0190 & 5123-2107-0190. As per the certification made in PVR dt. 27.12.2023 by SDO (Elect)-II, Bargarh, TPWODL, the Forum construed that the complainant Prafulla Barai, bearing Consumer No. 5123-2108-0190 is existing in the said premises & availing supply through meter Sl No. " TPWODL 1183757", and Consumer No. 5123-2107-0190, Consumer Name Sumit Barai is not existing at the site presently. Therefore, the Forum is of the opinion that the complainant, Sri Prafulla Barai is liable for Consumer No. 5123-2108-0190 and the payment made by the complainant against Consumer No. 5123-2108-0190 was wrongly being credited in the account of Consumer no. "5123-2107-0190" .Hence, the complainant is not liable for the dues against Consumer No. 5123-2107-0190.

It was further observed that the provisional/Average bills raised against the complainant bearing Consumer No. 5123-2108-0190 from Aug 2019 to Mar 2023 were not adjusted in the subsequent bill raised on actual basis during Jun 2023. As the dispute period ends in Jun-2023 with the installation of a new meter & subsequent actual bills charged, the Forum observed that the disputed energy bills are to be revised in consonance with the Regulations of OERC Distribution (Conditions of Supply ) Code, 2019. As per certification by SDO(Elect\_ No.-II, Bargarh, dt. 22.02.2024, the consumer No. 5123-2107-0190 exist in the name of Sri Sumit Barai is declared as ghost consumer since no service line and no meter is existing in the same premises of the complainant. The opposite Party also declared that the total amount of RS. 7090/- wrongly paid towards the consumer No. 5123-2107-0190 is adjusted to the actual consumer No. 5123-2108-0190 by giving credit sundry adjustment on dt. 09.01.2024.

**PRESIDENT**

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




## 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 to the complainant consumer bearing Consumer No. 5123-2108-0190, based on succeeding six months actual monthly average consumption recorded in the existing meter bearing meter sl. no." TPWODL 1183757", from the date of installation of the same, duly adjusting the bill revision made earlier and/or, the benefit arising out of the OTS Scheme, if any. The complainant is not liable for the dues against the consumer No. 5123-2107-0190, as per the certification made by the Opposite Party.
2. The Opposite party is directed not to consider the bill revision for the period of penalty that falls in above period, if any, as the same information has not been submitted 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, to which the consumer 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.

  
(S. Tripathy) 22/2/2024  
MEMBER  
Member (Finance)  
**Grievance Redressal Forum**  
**TPWODL, Bargarh-768028**

  
(B.K. Singh) 22/2/24  
PRESIDENT  
**Grievance Redressal Forum**  
**TPWODL, Bargarh-768028**

**Copy to: -**

1. Sri Prafulla Barai, At/Po-Katapali, Dist-Bargarh, Mob-7978382977.
2. Sub-Divisional Officer (Elect.), Bargarh-II, TPWODL, Bargarh 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".