

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)/ 22(4)

Date: 30.01.2024

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

1	Case No.	BGH/15/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Krushna Ch. Choudhury Narangpur-2, Bhukta Dist- Bargarh.	5120-0106-3348	6372830597	
3	Respondent/s	E.E,B.E.D.Bargarh , TPWODL		Division B.E.D, TPWODL, Bargarh	
4	Date of Application	06.01.24			
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	06.01.24			
9	Date of Order	30.01.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

B.K  
PRESIDENT

Grievance Redressal Forum  
TPWODL, Bargarh-768028

**Place of Camp:** Office of Sub Divisional Officer, Bhatli, TPWODL.



**Appeared**

**For the Complainant-** Krushna Ch. Choudhury

**For the Respondent -** EE, BED, Bargarh, TPWODL.  
Represented by SDO(Elect), Bhatli, TPWODL

**GRF Case No- BGH/15/2024**

(1) Krushna Ch. Choudhury  
At-Narangpur-2,  
Bhukta.  
Dist- Bargarh.  
Consumer No.- 5120-0106-3348

**COMPLAINANT**

**VRS**

(1) E.E (Elect.), B.E.D, Bargarh, TPWODL

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complaint petition filed by Sri Krushna Ch. Choudhury, At-Narangpur-2, Bhukta, Dist- Bargarh, objected about the abnormal energy bill charged in July-2023, where an upward assessment of previous bills have been done with an amount of Rs.19570.65. The Complainant prayed before the Forum to direct the Opposite Party to withdraw such erroneous bills raised & resolve the billing dispute accordingly.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party submitted the ledger copies from Oct-2018 to Dec-2023, Physical Verification Report (PVR) and the written submission. In reply to this case, the Opposite Party has mentioned that, the complainant is availing supply from 25.06.2018 in Irrigation Pumping & Agriculture Tariff with connected load of 3.00HP. The bill was raised in Avg/PL basis upto Sep 2022 with Meter status "Without Meter". A New Meter bearing Sl No. TPU044457 was installed in the premises of the complainant and billing is continuing on actual meter reading basis till date. The previous bills for the period from Oct 2020 to Sept 2022 (Two Years) has been revised by taking into account the average consumption of next consecutive Six months after installation of new meter and an amount of Rs. 19570.65 has been debited in the bill of the complainant in the month of July 2023. the Opposite party stated before the Forum that the billing is OK, and the upward assessment has been done as per OERC guideline.

**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- 5120-0106-3348, having CD-3HP, under LT-Irrigation Pumping & Agriculture category, under ESO, Bhukta.

On scrutinizing the case in detail, it was observed from the ledger abstract that average/provisional bills were charged continuously from the date of initial power supply i.e. from 25.06.2018 till October-2022. A new meter bearing serial No. "TPU044457" was installed in the premises on 10.10.2022 & monthly energy bills were charged thereafter on actual meter reading basis. It was revealed that an amount of Rs. 19570.65 was debited/added in the bill of July-2023.

It was clarified from the FG database that an upward assessment of previous average bills have been done for the period from October-2020 to September-2022, considering succeeding six months



actual monthly average consumption @768 unit per month, as recorded in the new meter installed bearing serial No" TPU044457".



Hence, the Forum observed that the additional bills raised from October-2020 to September-2022, is in obedience to regulation-155 of OERC Distribution (Conditions of Supply) Code 2019. However, in order to even out effect of seasonality, the complainant being an agricultural consumer, twelve months average consumption be re-considered instead of 6 months actual monthly average consumption of existing running meter, so evaluated already, to justify the consumption as recorded & redress the grievances accordingly.


**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 **October-2020 to September-2022**, based on succeeding twelve months actual monthly average consumption so recorded in the existing meter bearing meter sl. no." TPU044457", from the date of installation of the same.
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 one month from the date of issue of this order.**

Accordingly, the case is disposed of.

  
(S. Tripathy) 30/01/2024  
MEMBER  
Member (Finance)  
**Grievance Redressal Forum**  
TPWODL, Bargarh-768028

  
(B.K. Singh) 30/01/24  
PRESIDENT  
**Grievance Redressal Forum**  
TPWODL, Bargarh-768028

- Copy to:
1. Krushna Ch. Choudhury, At-Narangpur-2, Bhukta, Dist-Bargarh, Mob-6372830597.
  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".