

**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)/274

Date: 31.01.2024

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

1	Case No.	BGH/17/2023			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Subasini Mishra At-Mishra Tikra, Bargarh Po/Dist-Bargarh	5121-2313-0053	9439665674	
3	Respondent/s	SDO(Electrical), Bargarh-I, TPWODL		Division B.E.D, TPWODL, Bargarh	
4	Date of Application	21.12.23 (Received on 20.01.24 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	21.12.23			
9	Date of Order	31.01.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



**Place of Camp:** Office of The Sub-Divisional Officer, Bargarh-I, TPWODL, Bargarh.

**Appeared**

**For the Complainant-** Subasini Mishra  
Represented by Bharat Mishra

**For the Respondent -** SDO (Elect), Bargarh-I, TPWODL.  
Represented by Priyabrata Joshi, Asst. Finance Manager, BED, Bargarh.

**GRF Case No- BGH/17/2023**

(1) Subasini Mishra  
At-Mishra Tikra, Bargarh  
PO/ Dist- Bargarh,  
Consumer No.- 5121-2313-0053

**COMPLAINANT**

**VRS**

(1) SDO (Elect), Bargarh-I, TPWODL

**OPPOSITE PARTY**

**GIST OF THE CASE**

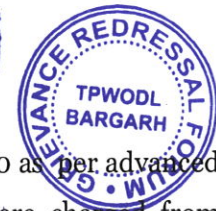
The Complaint petition filed in the name of Smt. Subasini Mishra, at-Mishra Tikra, Bargarh, represented by Sri Bharat Mishra, objected about continuous provisional bills raised even after a new meter was installed on 23.07.2020. The complainant submitted that after several persuasions, actual bill was served in April 2023 but an additional bill of Rs. 36,142.72/- was claimed without revising the previous provisional bills. Hence, the complainant prayed before the Forum to direct the Opposite Party for an efficacious remedy to revise the previous provisional bills charged considering the payments already made by him.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party submitted the latest Physical Verification Report (PVR) dt. 21.12.2023, ledger copies from December-2014 to October-2023, a copy of approved bill revision statement and a written statement on this case. In reply to this case, the Opposite Party submitted that the complainant being a domestic consumer having initial date of power supply on 30.07.2012, was served actual bills upto February-2020 based on the advanced meter reading recorded in meter serial No. "OEB27932". Thereafter, provisional bills were charged from March-2020 to October-2022 and then average bills were charged from November-22 to April-2023 due to mismatch in the meter serial No. The Opposite Party submitted that a meter having SL. No. "LW499888" was installed on 12.08.2020 but entered in billing on 18.12.22. An upward assessment was done and added in bill with an additional amount of Rs. 17759.13/- debited in April-2023. However, as per report of ESO-III, Bargarh, dated 21.12.2023, provisional & average bills charged from August-2020 to May-2023 is already revised & Rs. 25121.36/- approved to be withdrawn as per approval dated 19.01.2024. Hence, the Opposite Party urged before the Forum to 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-5121-2313-0053, having CD-3KW, under LT-Domestic purpose category, under ESO No.-III, Bargarh. On



examining the records, it was observed that actual bills were raised upto February-2020 as per advanced meter reading recorded in meter No"OEB28597". Provisional and average bills were charged from March-2020 to April-2023 & then actual bills were raised from May-2023 onwards. It was revealed that an upward bill revision was carried out, amounting Rs.17,759.13/- ,debited in the energy bill of April-2023, the reason being the delay meter update in billing database. However, the Opposite party clarified that based on the wrong meter No"LW999888" entered in billing, such an amount was debited in billing, that has been rectified and revised already considering the entire period from August-2020 to May-2023 as per the existing meter consumption bearing serial No."LW499888". The revised statement as submitted by the Opposite Party revealed an amount of Rs. 25,121.36/- is approved to be withdrawn, considering the entire provisional period from August-2020 to May-2023(duly considering the wrongly added amount of Rs.17,759.13/- into account), based on the monthly average consumption recorded in the existing meter (meter SL. No." LW499888", status found "Ok" with advanced meter reading recorded as kwh" 005985, as per P.V.R. dated 21.12.2023) that has been available in the premises since 12.08.2020. However, the Forum observed that Rs. 7362.23/- is already credited (withdrawn) in the bill in this regard, effected during December-2023 billing. Since, Opposite Party has already revised the previous bills as complained by the complainant, the billing dispute is hereby resolved. However, the Opposite Party is required to effect the necessary credit sundry adjustments in total as approved by the Licensees committee to settle the billing dispute accordingly.

#### **ORDER**

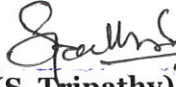
*Considering the documents and statements submitted by both the parties and agreed upon at the time of hearing, the Forum hereby passes orders in consonance with regulations of the OERC Distribution (Conditions of Supply) Code 2019.*

- 1. The Opposite Party is directed to make necessary credit sundry adjustments in billing with a total amount of Rs. 25121.36/-as approved by the Licensees committee, with reference to the bill revision already carried out considering the period from August-2020 to May-2023.*
- 2. The Opposite party is directed update the meter No" LW499888" available in the premises, into the billing database without further delay, if not done already.*
- 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) 31/11/2024  
MEMBER (Finance)

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

  
(B.K. Singh)  
PRESIDENT

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

**Copy to: -**

1. Subasini Mishra, At-Mishra Tikra, Bargarh, PO/Dist-Bargarh, Mob-9439665674.
2. Sub-Divisional Officer (Elect.), Bargarh-I, 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”.