

**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)/ 17(4)

Date: 29.01.2024

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

1	Case No.	BGH/17/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		President, Maa Mangala Pani Panchayat. At-Bolangir, PO-Dava PS-Jharbandh Dist- Bargarh.		5150-0106-2359	8114711611
3	Respondent/s	SDO(Elect), Paikmal , TPWODL			Division B.W.E.D, TPWODL, Bargarh
4	Date of Application	05.01.24			
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	05.01.2024			
9	Date of Order	29.01.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



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

**Appeared**

**For the Complainant-** President Maa Mangala Pani Panchayat, Balangir  
Represented by Dinesh Sahu

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

**GRF Case No- BGH/17/2024**

(1) President Maa Mangala Pani Panchayat  
At-Balangir, PO-Dava,  
PS-Jharbandh, Dist- Bargarh,  
Consumer No.- 5150-0106-2359

**COMPLAINANT**

**VRS**

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

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complaint petition filed in the name of President, Maa Mangala Pani Panchayat, At-Balangir, Po-Dava, PS-Jharbandh, represented by Dinesh Sahu objected about provisional bill served during the period from Dec 2020 to Feb 2023. 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 Dec 2020 to Dec-2023, Physical verification Report dt. 12.01.2024 and the written submission. In reply to the case, the Opposite party submitted that, the complainant is availing power supply from dt. 25.08.2019 vide Meter No. nill under Irrigation Pumping And Agriculture Category. A new Meter bearing Sl No. "10017766" was installed in the complainant's premises on dt. 01.02.2023. The Opposite party urged before the Forum to issue necessary orders for revision of bill of the period from Dec 2020 to Jan 2023 as per the actual consumption of the new meter bearing Sl No. "10017766" installed on dt. 01.02.2023.

**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-5150-0106-2359, having CD-11.50KW, under LT- Irrigation Pumping And Agriculture Category, under ESO, Paikmal. The initial power supply extended on dt. 25.08.2019. The first bill was charged in the month of Dec 2020 on Average basis with "20452" units. Thereafter PL/Avg bills were served to the consumer from Dec 2020 to Dec 2022 @ 1296 units/@ 1339 Units/@ 4715 Units. A new Meter bearing Sl No. "10017766" was installed in the complainant's premises on dt. 01.02.2023. The bill for the month of Jan 2023 was served in actual with "19295" units. Thereafter actual bills were charged to the complainant. It is observed by the Forum that the power supply was disconnected on dt. 21.07.2023 and subsequently reconnected on dt. 06.01.2024 with IMR "6247.051". As per the PVR dt. 12.01.2024, submitted by the opposite party, The existing Meter Sl No. is "1017766" with CMR "006602" with status found OK.

It is also observed that a Credit sundry of Rs. 33501.49 was effected in billing during Apr 2023 billing with revision of "21896" units, the reason being reversal of high units billed during period dt. 28.02.2023.



### **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 from **Feb 2021 to Jan 2023**, considering IMR as on the date of installation of Meter Sl No. "1017766" and FMR as "006602" KWH as per PVR dt. 12.01.2024.
2. The Opposite party is directed not to consider the bill revision for the above mentioned period already revised earlier/for the period of penalty that falls in above period/or, in both cases, if any, as may be applicable, as the same information has not been submitted by either of the parties.
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. Failure to make such payment in this regard would attract disconnection of power supply as per section-56 of the Indian Electricity Act.

**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*  
(S. Tripathy)  
MEMBER (Finance) 29/01/2024

*B.K. Singh*  
(B.K. Singh)  
PRESIDENT 29-01-24

Copy to: Grievance Redressal Forum  
TPWODL, Bargarh-768028

Grievance Redressal Forum  
TPWODL, Bargarh-768028

1. President Maa Mangala Pani Panchayat, At-Balangir, PO-Dava, Paikmal, Dist-Bargarh.
2. Sub-Divisional Officer (Elect.), Paikmal, TPWODL, Paikmal 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:Bhoingar, 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".