

**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)/ 18(4)

Date: 30.01.2024

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

1	Case No.	BGH/18/2023			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Laxmana Bhue At/PO-Larasara PS-Atabira, Dist-Bargarh		5122-0304-0465	6371588283
3	Respondent/s	SDO(Electrical), Atabira , TPWODL			Division B.E.D, TPWODL, Bargarh
4	Date of Application	22.12.23			
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	22.12.23			
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:** Sub-Division Office, TPWODL, Atabira.



**Appeared**

**For the Complainant-** Laxmana Bhue

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

**GRF Case No- BGH/18/2023**

(1) Laxmana Bhue  
At/PO-Larasara  
PS-Atabira  
Dist- Bargarh.  
Consumer No.- 5122-0304-0465

**COMPLAINANT**

**VRS**

(1) SDO(Elect.) Atabira, TPWODL

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complaint petition filed by Sri Laxmana Bhue, objected about wrong bills generated from July 18 to Sep 21, though the supply was not there and later the complainant availed the power supply under Soubhagya Yojana from Oct 21 to till date. 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 July-2018 to Dec-2023, Physical Verification Report (PVR) dt.02.02.2024. The opposite party couldn't submit the written statement on this case. In reply to this case, the Opposite Party mentioned in the PVR dt. 02.02.2024 that, "during the period from July 2018 to Sep 2021, the power supply of the consumer was not present". Hence, the Opposite party urged before the Forum to issue necessary orders to revise the bill from July 18 to Sep 21 as objected by the complainant, to redress the grievances of the complainant accordingly.

**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-5122-0304-0465 having CD-0.50 KW, under LT-Domestic category, under ESO Godbhaga. On examining the case in detail and as per the complaint raised by the complainant, the Forum observed from the FG database that the complainant was being billed on provisional @ 72 units per month from July 18 to Sep 21. Further, from Oct 21 to Jan 22 provisional/average bill was served as reading was not taken. Actual bill was served to the complainant in the month of Feb 22 with 32 units charged, even though the current meter reading recorded as KWH "000000". The existing meter bearing Sl No. "WM342094" was declared defective in the billing month July 22 and new meter bearing Sl No. "TPWODL1132976" was installed in the consumer's premises on dt. 20.12.22 and updated in billing in the billing month of Apr 2023.

The physical verification report dtd.02.02.2024 stated that power supply was not present during the period July 18 to Sep 21. As per the certification made by the opposite party regarding no power supply availed during the initial period from July 2018 to Sept 2021, the Forum construed that bill raised during no power supply period are to be revised and withdrawn from the consumer's account.



**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 withdraw the energy bills raised to the complainant for the period from **July 2018 to Sep 2021**, as there was no use of electricity by the complainant as per due certification made by the opposite party in this regard.
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.

**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)  
PRESIDENT  
(President)  
Grievance Redressal Forum  
TPWODL, Bargarh-768028

- Copy to:
1. Laxmana Bhue, At/PO-Larasara, PS-Atabira, Dist-Bargarh, Mob 6371588283.
  2. Sub-Divisional Officer (Elect.), Atabira, TPWODL, Atabira 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".  
Final Order(GRF Case No:BGH/18/2023) Page 3 of 3