

**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)/ 62<sup>nd</sup>

Date: 05.04.2024

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

1	Case No.	BGH/21/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Keshaba Patel At-Jampali, Bheden Dist- Bargarh.		5120-0103-0410	6370741991
3	Respondent/s	EE (Elect), BED, Bargarh, TPWODL			Division B.E.D, TPWODL, Bargarh
4	Date of Application	30.01.2024			
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, Regulation 155, 157 √			
		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	30.01.2024			
9	Date of Order	05.04.2024			
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 The Sub Divisional Officer, Bheden, TPWODL.

**Appeared**

**For the Complainant-** Keshaba Patel

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

**GRF Case No- BGH/21/2024**

(1) Sri Keshaba Patel  
At- Jampali, Bheden,  
Dist- Bargarh,  
Consumer No.- 5120-0103-0410

**COMPLAINANT**

**VRS**

(1) EE (Elect), BED, Bargarh, TPWODL

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complaint petition filed by Sri Keshaba Patel , At- Jampali, Bheden, objected about abnormal bill raised in Sept 2023 amounting Rs. 16,983/- . Hence, the complainant prayed before the Forum for redressal of his grievance accordingly.

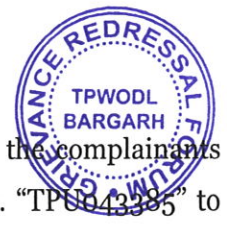
**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party submitted the ledger copies & PVR dt. 13.02.2024. In reply to the case, the Opposite party submitted that the consumer was billed with an accumulated unit of "16613" units in the month of Sept 2023 having meter No. "TPU0433" & urged before the Forum to issue 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-5120-0103-0410, having CD-5 HP, under LT-Irrigation Pumping & Agriculture category, under ESO, Bheden. On scrutinizing the case in detail, it was observed that one old meter having meter Sl No. "DMY41200126" was replaced with a new meter on 27.07.2023 bearing meter Sl No. "TPU043385". There were average bills raised continuously from Feb 2001 to Jun 2023. The Meter Sl No. "TPU043385" was updated off late in billing on 11.09.2023 which was then again replaced with another smart meter bearing Sl No. "10049470" on 10.11.2023, recording the old meter final reading as KWH "16600" & the reason for such change of old meter within a span of four months was due to defect in Meter Sl No. "TPU043385" as recorded in FG data base (Licensee's Soft Record). Hence, erratic & abnormal bill was raised in Sept 2023 with "16613" units on actual basis recorded in Meter No. "TPU043385". Subsequently, Oct 2023 bill was raised on actual basis but with "3288" units, even though advanced reading was recorded for billing as KWH "000184", recorded in existing smart meter installed.





The Opposite Party was asked to submit the meter change protocols against the complainant's connection, copy of the meter photo readings recorded in Sept 2023 in the meter No. "TPU043385" to establish the actual facts on the instant case. The Opposite Party couldn't submit the aforementioned records within reasonable time frame.

The Physical Verification Report dt. 13.02.2024 reflected that the existing meter bearing Sl No. "10049470" has been in running condition with advanced meter reading recorded as KWH "000241". The FG database revealed that the Power Supply to the complainant's premises was disconnected on 29.01.2024 due to non-payment of arrear dues.

It was observed that high consumption of "16600" units recorded in the meter SL No. "TPU043385" during a time span of three & half months from the date of installation of same (date of installation 27.07.2023, date of replacement 10.11.2023) @ 4743 units per month appeared to be erratic & abnormal in comparison to the contracted load of CD 5HP & the date of installation appeared to be suspicious. In the absence of reports and statements the Forum is constrained to pass orders accordingly & the benefit of doubt is extended to the complainant.

Hence, the Forum is of the considered opinion that, the energy bills raised to the complainant from Nov 2021 to Oct 2023 are to be revised on the basis of existing meter (Meter No. "10049470") monthly average consumption so evaluated as per Reg 155 & 157 of OERC Distribution (Conditions of Supply) Code, 2019.

### **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 bill raised to the complainant during the period from Nov 2021 to Oct 2023, on the basis of succeeding six months actual monthly average consumption recorded in the existing meter bearing Sl No. "10049470", 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.*
- 2. 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.*
- 3. 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, to which the complainant is liable to pay.*

  
PRESIDENT

Grievance Redressal Forum  
TPWODL, Bargarh-768028

**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*  
05/04/24  
**(S. Tripathy)**  
**MEMBER**  
**Grievance Redressal Forum**  
**TPWODL, Bargarh-768028**

*B.K. Singh*  
05/04/24  
**(B.K. Singh)**  
**PRESIDENT**  
**Grievance Redressal Forum**  
**TPWODL, Bargarh-768028**

Copy to:-

1. Sri Keshaba Patel, At-Jampali, Bheden, Dist-Bargarh, Mob: 6370741991.
2. Sub-Divisional Officer (Elect.), Bheden, TPWODL, 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".