

**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)/ 29(4)

Date: 12.02.2024

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

1	Case No.	BGH/24/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Jagadish Patel At-Budhapali, PO-Bheunria Dist-Bargarh		5152-1605-0038	9668505867
3	Respondent/s	SDO(Elect), Padampur , TPWODL		Division B.W.E.D, TPWODL, Bargarh	
4	Date of Application	09.01.24			
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	09.01.2024			
9	Date of Order	12.02.2024			
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, Padampur, TPWODL.

**Appeared**

**For the Complainant-** Sri Jagadish Patel

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

**GRF Case No- BGH/24/2024**

(1) Sri Jagadish Patel  
At-Budhapali  
PO-Bheunria  
Dist- Bargarh  
Consumer No.- 5152-1605-0038

**COMPLAINANT**

**VRS**

(1) SDO(Elect), Padampur, TPWODL

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complaint petition filed by Sri Ajgadish Patel, At-Budhapali, PO-Bheunria, objected about abnormal bill charged in December 2018 and and prayed before the Forum to direct the opposite party to resolve his billing dispute accordingly.

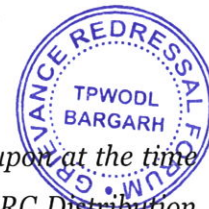
**OBSERVATION**

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-5152-1605-0038, having CD-01KW, under LT-Domestic category, under ESO, Padampur-II. After scrutinizing the case in detail, the Forum observed that energy bill for the month of Oct 2018 was raised on actual basis considering the CMR "2129" KWH recorded in the Meter Sl No. "1798708". Thereafter, Nov/Dec 2018 bimonthly bill was charged on actual basis with "7909" units charged, considering the current meter reading of KWH "000038" as once round complete, thereby debiting an amount of Rs. 46028.55 in the same month. A new meter bearing Sl No. "LW161357" was installed in the complainant's premises on dt. 18.01.2019 and the same was reflected in billing during the month of Jan/ Feb 2019 billing and actual bills continued thereafter. Again, the reason for change of such old meter particularly after round complete recorded in old meter (Meter Sl No. 1798708) as recorded in Dec 2018 billing couldn't be established by the opposite party. The Ledger abstract revealed that yearly average of consumption recorded in new meter is assessed to be around fifty units per month. As per the PVR dt. 20.01.2024, the Meter Sl no. available at the premises of the complainant is "LW161357" and the CMR is "1494" KWH.

Hence the Forum is of the opinion that Nov 2018 bimonthly bill is to be revised as per the actual monthly average consumption recorded in the subsequent meter installed bearing Sl No. "LW161357".

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

## ORDER

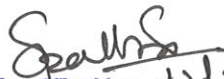


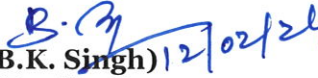
Considering the documents and statements submitted by both the parties and agreed upon at the time of hearing, the Forum hereby passes orders in consonance with regulations of the OERC Distribution (Conditions of Supply) Code 2019.

1. The Opposite Party is directed to reassess and revise the energy bill charged from Nov-Dec 2018 only (the bimonthly bill) on the basis of succeeding twelve months actual monthly average consumption recorded in the existing Meter bearing Sl No. "LW161357" from the date of installation of the same.
2. The Opposite party is directed not to consider the bill revision for the above mentioned period already revised earlier correctly/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) 12/02/24  
Member (Finance)

  
(B.K. Singh) 12/02/24  
(President)

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

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

1. Jagadish Patel, At-Budhapali, PS-Padampur, Dist-Bargarh, Mob-9668505867.
2. Sub-Divisional Officer (Elect.), Padampur, TPWODL, 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: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.oriarc.org](http://www.oriarc.org) under the "head "Cases->"GRF".