

**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)/ 11(A)

Date: 29.01.2024

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

1	Case No.	BGH/02/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Krishna Chandra Padhan At/Po-Badmal, Bhatli Dist- Bargarh. Pin-768030	5120-0103-2062	7382519633	
3	Respondent/s	E.E, B.E.D.Bargarh , TPWODL		Division B.E.D, TPWODL, Bargarh	
4	Date of Application	02.01.2024			
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 √			
		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	18.01.24			
9	Date of Order	29.01.2024			
10	Order in favour of	Complainant	Respondent	√	Others
11	Details of Compensation awarded, if any.	NIL			

*B.K*



**Hearing at:** GRF Office, TPWODL, Bargarh.

**Appeared**

**For the Complainant-** Sri Krishna Ch. Padhan  
Represented by Sri Akshay Padhan

**For the Respondent -** Priyabrata Joshi (JFM), B.E.D, Bargarh, TPWODL.

**GRF Case No- BGH/02/2024**

(1) Sri Krishan Ch. Padhan  
At/Po-Badmal,  
Bhatli.  
Dist- Bargarh, Pin-768030  
Consumer No.- 5120-0103-2062

**COMPLAINANT**

**VRS**

(1) E.E (Elect.), B.E.D, Bargarh, TPWODL

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complaint petition filed in the name of Sri Krishna Ch. Padhan, at-Badmal, Bhatli, represented by Sri Akshay Padhan, objected about sudden increment of arrear amount from Rs.21,000/- to Rs.5,01,800/-, after the change of meter during the year 2023. The complainant submitted that being an agricultural consumer, he cannot afford to pay such erroneous bills charged on him & prayed for suitable action be taken in this regard to redress his grievances.

The case being registered on dt.02.01.2024, notices were issued to both the parties to appear before the camp court at SDO-Bhatli, on dt.06.01.2024, wherein the Opposite party was present & the complainant remained absent. The case was adjourned to the next date on 18.01.2024, wherein the complainant's representative Sri Akshay Padhan was present before the Forum & the Opposite Party was also present, represented by Sri Priyabrata Joshi.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party submitted the ledger copies from July-2014 to Nov-2023, Copy of smart meter installation report of MRT, Bargarh, a copy of bill revision statement put forth for approval before the Licensee, a copy of dump report of meter bearing serial No-"WES44328" & a written statement on this case. In reply to the case, the Opposite Party submitted that the complainant has been availing power supply under irrigation pumping & Agriculture category prior to the year 2001. As per available records, provisional/average bills were raised from Nov-2008 to Jul-2022 & meter installed at site being serial No"INO401224643". Subsequently, a new meter was installed on 05.09.2022 bearing serial No"TPU048779" & actual bills were raised thereafter on advanced meter reading basis. Later on, a new whole current smart meter having serial No"10033131" was installed on dt.17.04.2023. Considering the final meter reading of old meter, the bill for March-2023 was raised with "317414" units, resulting in charging of Rs.4,77,206/- for the month. The Opposite party submitted that the meter bearing serial No."WES44328" was available in the premises at the time of replacement of the same on dt.17.04.2023,





which had been there since July-2014 & further stated that the meter installation details reflected on 05.09.2022 was a false report, wrongly updated in billing, as clarified from the MMG team, Bargarh.

The Opposite Party further submitted that on application of the complaint, a bill revision proposal is already processed & put up before the Licensee for approval, considering the bill revision period from July-2014 to April-2023, as per the actual consumption recorded in the meter bearing serial No" WES44328" & the consumption recorded in the new meter bearing serial No"10033131". Hence, the Opposite Party urged before the Forum to issue necessary order 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-5120-0103-2062, having CD-3HP, under LT-Irrigation Pumping & Agriculture category, under ESO, Bhatli. Upon hearing of the case & on scrutinizing the records in detail, it was observed that a meter having serial No"INO401224643" was installed in the premises during Aug-2006 & provisional/actual bills were continued upto Oct-2008. The last advanced meter reading was kwh"8999", as recorded in Oct-2008. Then, provisional/average bills were charged continuously from Nov-2008 to 07/2022. Subsequently a new meter having serial No"TPU048779" was installed & updated in billing database during August-2022. The Opposite Party certified the fact that, meter bearing serial No" WES44328", was available in the premises since July-2014, which was replaced with a new smart meter bearing serial No."10033131" on dtd.17.04.2023 & further stated that the meter installation details reflected on 05.09.2022 was a false report, wrongly updated in billing.


The ledger abstract revealed that April-2023 bill was charged with "317414" units on actual basis amounting to Rs.4,77,206.40/- including an opening arrear balance of Rs. 22,313.51/- for the month, considering the new meter consumption recorded (meter SL.NO."10033131) & the old meter (meter SL.NO." WES44328") advanced consumption recorded till replacement of the same. The Forum observed that a bill revision proposal is already processed & put up by the Opposite Party for approval, considering the bill revision period from July-2014 to April-2023, as per the actual consumption recorded in the meter bearing serial No" WES44328", from the date of installation till the replacement of the same & new meter consumption so recorded bearing serial No"10033131". After revision an amount of Rs. 58,101.91/- is proposed to be withdrawn from the consumer's account.

After careful consideration of complainant's petition along with revised statement, complainant/complainant's representative is advised to approach/consult with the Opposite party separately, regarding the revised statement filed before the Forum. Since the O.P. has already derived an amount proposed to be withdrawn & also arrived into a mutual understanding, this Forum feels it proper to drop the case at this time.

However, the complainant is at liberty to approach the Forum afresh with necessary documents if he is dissatisfied with the decision of the Licensee in this regard.



Hence, the instant case is hereby dropped.

  
(S. Tripathy) 29/01/24  
Member (Finance)  
**MEMBER**

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

Copy to: -

1. Sri Krishna Ch. Padhan, At/Po-Badamal, Bhatli, Dist-Bargarh, Pin-768030, Mob-7382519633.
2. Sub-Divisional Officer (Elect.), Bhatli, TPWODL, Bhatli 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.

  
(B.K. Singh)  
(President)  
**PRESIDENT**

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

"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".