

**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)/ 54(4)

Date: 29.03.2024

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

1	Case No.	BGH/31/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Bhogilal Sahu At-Chakramal, PO-Lakhanpur Bhukta, Dist-Bargarh		5120-0106-3422	9937088466
3	Respondent/s	EE(Elect), BED, Bargarh, TPWODL			Division B.E.D, TPWODL, Bargarh
4	Date of Application	12.02.2024			
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	12.02.2024			
9	Date of Order	29.03.2024			
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 Electrical Section Officer, Bhukta, TPWODL.



**Appeared**

**For the Complainant-** Bhogilal Sahu

**For the Respondent -** EE(Elect), BED, Bargarh.

Represented by SDO (Elect), Bhatli

**GRF Case No- BGH/32/2024**

(1) Bhogilal Sahu  
At-Chakramal, PO-Lakhanpur, Bhukta  
Dist- Bargarh,  
Consumer No.- 5120-0106-3422

**COMPLAINANT**

**VRS**

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

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complaint petition filed by Bhogilal Sahu, Chakramal, Bhukta, objected about wrong updation of Meter No. "TPU37483" into his billing account, thereby charging erroneous bills to him. The complainant also submitted that the aforementioned meter is actually installed against SC No. 5120-0106-0414, available in billing in the name of Sri Gajapati Sahu. Hence the complainant prayed before the Forum to resolve the billing dispute with installation of a new meter.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party couldn't submit any document in this instant case.

**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-5120-0106-3422, having CD-03 HP, under LT-Irrigation Pumping & Agriculture category, under ESO Bhukta. On examining the case in detail, the Forum observed that, the initial date of power supply to the complainant was 24.06.2018. It was found from the FG database that, Meter Sl no. "WM403997" was installed in the complainant's premise on dt. 23.06.2018. The first energy bill was generated in the month of Oct 2018 on actual basis. Thereafter, a new meter bearing Sl No. "TPU37483" was installed in the complainant's premise and updated in billing on dt. 08.06.2022. The energy bills from Oct 2022 to Nov 2022 were charged on provisional basis and the aforementioned meter was reflected in billing. Thereafter, the energy bill for Dec 2022 was raised on actual basis with "7624" units, taking the current reading of KWH "4160" recorded in meter Sl No. "TPU37483". In the month of Jan 2023, the energy bill was also charged on actual basis with "893" units, as per the advanced meter reading recorded in the same meter. From the month of Jan 2023 till last billing (Jan 2024), average bills were charged. The Opposite party certified the fact that, the meter having Sl No. "TPU37483" is actually installed against SC No.5120-0106-0414, in the premises of Sri Gajapati Sahu, having recorded meter reading of KWH "010316" & KVAH "13755" as on 12.02.2024. The billing abstract depicted that Provisional/Average bills are being generated since long against SC No. 5120-0106-0414. Hence, the

Physical Verification Report clarified that no meter is available at the complainant's premise and the Meter Sl No. "TPU37483" has been wrongly updated against complainant's billing database. Hence, the Forum is of the opinion that a new tested meter is to be installed immediately, if not installed already & the false & average bills charged two years prior to the period from which a new meter is to be installed is to be revised accordingly.




### **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 install a new tested meter in the complainant's premise within seven days of issue of this order, if not installed already and update the meter installation report into billing database accordingly.*
2. *The Opposite Party is directed to revise the energy bills raised to the complainant for a period of two years prior to the installation of new meter to be installed.*
3. *The Opposite Party is directed to revise the energy bills raised against service connection No. 5120-0106-0414, available in the name of Sri Gajapati Sahu, under LT-Irrigation Pumping & Agriculture tariff, based on the consumption recorded in meter Sl No. "TPU37483, physically installed in the premises of the aforementioned consumer, by spreading over the actual units of KWH-"10316" recorded in the same meter on 12.02.2024, from the date of installation of the same.*
4. *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.*

**The Opposite party is directed to submit the compliance report to this Forum within seven months from the date of issue of this order.**

*Accordingly, the case is disposed of.*

  
(S. Tripathy)  
Member (Finance)  
**Grievance Redressal Forum**  
TPWODL, Bargarh-768028

  
(B.K. Singh)  
President  
**Grievance Redressal Forum**  
TPWODL, Bargarh-768028

**Copy to: -**

1. Bhogilal Sahu, At-Chakramal, PO-Lakhanpur, Bhukta, Dist-Bargarh, Mob:9937088466.
2. Sub-Divisional Officer (Elect.), Bhatli, 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.oriarc.org](http://www.oriarc.org) under the "head "Cases->"GRF".