

**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)/ 6/6

Date: 05.04.2024

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

1	Case No.	BGH/36/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sadananda Meher At-Grinjel, Sohela Dist-Bargarh		5153-0111-0924	9861046637
3	Respondent/s	SDO(Electrical), Sohela , TPWODL			Division B.W.E.D, TPWODL, Bargarh
4	Date of Application	Case transferred from GRF, Burla, re-registered on dt. 03.02.2024			
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	04.03.2024 & 14.03.2024			
9	Date of Order	05.04.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

PRESIDENT

**Grievance Redressal Forum**  
**TPWODL, Bargarh**



**Hearing At:** Office of President,GRF,Bargarh.

**Appeared**

**For the Complainant-** Sadananda Meher  
Represented by Sadananda Rohidas

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

**GRF Case No- BGH/36/2024**

(1) Sadananda Meher  
At-Grinjel, Sohela  
Dist- Bargarh.  
Consumer No.- 5153-0111-0924

**COMPLAINANT**

**VRS**

(1) SDO(Elect.) Sohela, TPWODL

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant filed the petition in the name of Sadananda Meher bearing Consumer No. 5153-0111-0924, represented by Sri Sadananda Rohidas, submitted that his Power Supply has been disconnected since more than two years & average / provisional bills were served to him particularly in Jun 2013, where heavy amount of bill was generated due to which excess bill of Rs. 8,12,531/- was kept outstanding as on Oct 2022. It is required to settle disputed bills and reconnection of Power Supply thereof.

The instant petition was earlier registered at Hon'ble Forum,GRF,Burla vide Court Case No. 711/2023 and an interim order was issued on 29.03.2023 directing the Opposite Party to conduct special verification report to be enquired & certified jointly by the concerned EE,BWED,Bargarh & Zonal Head,Bargarh Circle or entrust the same field verification to Central Enforcement Team for reporting of the same on or before 30.04.2023. The Opposite Party couldn't furnish the same details within time line. However, on operational of this Forum, the instant Petition was transferred from GRF,Burla to this Forum and the case is re-registered on dt. 03.02.2024 vide Court Case No. BGH/36/2024.

The case being registered, notice was issued to both the Parties to appear before the Forum for hearing of the case on 04.03.2024. The complainant remained absent on the date of hearing, whereas the Opposite Party represented by SDO (Elect), Sohela appeared before the Forum. The Opposite Party couldn't provide any supplementary reports, statements in support of their views to this case. The case was rescheduled for hearing on 14.03.2024, on which date the complainant was present before the Forum, but the Opposite Party remained absent.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party was asked to submit their views on the correctness of the meter reading recorded in Jun 2013 billing as KWH "119459", recorded in Meter Sl No. "5531112". The Opposite Party was asked to submit the ledger copies, the last meter change protocol with meter photo reading recorded, the written Statement to this case and also the status of Power Supply from Aug 2020 to Jan 2023, as the complainant on hearing to the case denied any power supply disconnection effected earlier.



**PRESIDENT**

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



The Opposite Party in reply to this case, submitted the ledger copies from Feb 2013 to Feb 2024, a copy of PVR dt. 04.03.2024 and the written statement to this case. However, the Opposite Party couldn't furnish the views on the correctness of the meter reading recorded in Jun 2013, the power supply status from Aug 2020 to Jun 2023 & the last meter change protocol with meter photo reading recorded



### 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-5153-0111-0924 having CD-01KW, under LT-Domestic category, under ESO-I, Sohela. The Samadhan application revealed that the meter bearing Sl No. "5531112" was installed and updated in billing during Sept-Oct 2007 bimonthly billing. Actual bills were raised in Aug 2012 with advanced reading of KWH "4272" recorded in the aforementioned meter. Thereafter, provisional bills were charged from Sep 2012 to Apr 2013 @ 108 units on bimonthly basis. Jun 2013 bi-monthly bill was raised on actual basis with "115187" units charged for the month, considering the advanced reading of KWH "119459" recorded in the same meter. Suddenly a jump of "115187" units ( initial meter reading of KWH- "004272" as on Aug 2012 & current meter reading of KWH-"119459" recorded in Jun 2013) advanced within a timespan of Ten months, resulting into charging of a hefty bill of Rs. 6,34,141.52/- for the month abnormally. Subsequently, Aug 2013 bill was raised on Provisional basis with "108" units charged for the month. However, Oct 2013 bill was charged on actual basis with "21240" units, considering the current advanced reading of KWH "140699" and initial meter reading of KWH "119459" so recorded for billing as on Jun 2013, thereby charging an erratic bill of Rs. 117390.16/- for the month. From then on, average bills were raised from Nov 2013 to Apr 2022 @ 108 units, @ 400units,@144units,@288 units,@216 units, from time to time. It was observed that from May 2022 billing till Dec 2022, only monthly fixed charges were levied as the power supply was officially in disconnected state, thereby charging the bills as per actual basis with changed meter status from defective/average to actual basis. Thereafter, provisional bills were raised from Jan 2023 to May 2023 @ 134 units/74 units/70 units from time to time as there was no advancement in the meter reading recorded for billing purpose in Meter Sl No. "5531112". The FG Database (Licensee's Soft records) revealed that a new meter bearing Sl No. "30073246" was installed in the premise on dt. 25.01.2023 & updated in billing on 07.07.2023 replacing the old meter No. "5531112", having old meter FMR "140699" & Rs. 8331.81/- was added (debited), due to bill revision of delay meter updating as per approved date 26.07.2023.

It was observed from the records that power supply was disconnected on 01 Jun 2022 and reconnected on 21.02.2023 with old meter (Meter No. "5531112") final reading KWH "140699" updated in billing. The physical verification report dt. 21.02.2023 revealed that Power Supply was remained disconnected from Aug 2020 and reconnected on 23.01.2023, having advanced meter reading of KWH "000199" recorded in meter Sl No. "30073246" as on PVR drawn date. The PVR drawn on 21.02.2023 contradicts the status of Power Supply disconnection/reconnection entered in FG database. As per FG database records, the physical reconnection was effected on 21.02.2023 having old meter FMR of KWH "140699" which was continued since October 2013, but PVR dt. 21.02.2023 suggests that new meter Sl No. "30073246" was having advanced reading of KWH "000199" as on 21.02.2023.



Again, another latest Physical Verification Report copy as submitted by the Opposite Party (which should have been in original) drawn on 04.03.2024 indicated that Power supply remained disconnected from Mar 2021 to Jan 2023. The payment history depicted that RS. 4800/- was paid by the complainant on dt. 24.01.2023 & the payment of RS. 833/- was made on dt. 16.07.2021 & also there were no payment made between these days. Hence there is no clarity in respect of actual disconnection and reconnection made if any & the reports of concerned ESO & SDO in regard to the same contradicts to the statements made in PVR de. 21.02.2023 and PVR dt. 04.03.2024. The PVR drawn on different dates would suggest nothing but to bewilder the Forum in ascertaining the actual facts. The Forum condemns such action made by the Opposite Party and warns to be very careful & judicious in declaring the correct physical status of any consumers in future. However, mere declaration of physical status of consumer's connection without supporting documents would diminish the importance of such physical reports as drawn by the Local field officers responsible. Hence the PVR drawn by the Opposite Party is not acceptable by the Forum. The Opposite party also couldn't establish the correctness of meter reading recorded in Jun 2013, as asked for by the Forum, having advanced reading of KWH "119459" replaced on 25.01.2023 & remained silent on this aspect.

The Opposite party also failed to submit a special verification report as asked for by the Forum, requiring field verification to be conducted by the concerned EE(Elect), BWED & the Circle Head, Bargarh, or, by the Central Enforcement Team, to ascertain the facts in this regard. The last meter change protocol with meter photo reading were also not furnished by the Opposite Party.

The case is decided as per available records and merit of the case. Observing the billing pattern of old meter bearing Sl No. "5531112", it is concluded that the bimonthly bill raised during the period from May 2013 to Oct 2013 is erratic, either due to wrong punching of meter reading or due to defective meter. Therefore, the Forum construed that energy bill raised during the period from May 2013 to Oct 2013 is to be revised considering the succeeding six months actual monthly average consumption recorded in the existing new meter installed (Meter No. "300073246"). However the Opposite party may revise the remaining Provisional and Average billing period from Nov 2013 to Jun 2023 (duly taking into account the line disconnected period, if any) following due provisions of law, current Regulations in force & as per circulars, orders framed by the Licensee in dealing with bill revision of previous bills.

### **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 May 2013 to Oct 2013, on the basis of succeeding six months actual monthly average consumption recorded in the existing meter bearing Sl No. "300073246", from the date of installation of the same.*







2. 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.
3. 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.
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 one month from the date of issue of this order.**

Accordingly, the case is disposed of.

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

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

Copy to: -

1. Sadananda Meher, At-Grinjel, Sohela, Dist-Bargarh, Mob-9861046637.
2. Sub-Divisional Officer (Elect.), Sohela, 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.orienc.org](http://www.orienc.org) under the “head “Cases->”GRF”.