

**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)/ 84<sup>(4)</sup>

Date: 10.04.2024

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

1	Case No.	BGH/39/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Kedarnath Meher At/Po-Bheden Dist- Bargarh.		5125-2101-1016	7978061058
3	Respondent/s	SDO(Elect), Bheden, TPWODL			Division B.E.D, TPWODL, Bargarh
4	Date of Application	03.02.24			
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	04.03.24			
9	Date of Order	10.04.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

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



**Appeared**

**For the Complainant-** Sri Kedarnath Meher

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

Represented by Debashish Bhuyan, ESO,Bheden

**GRF Case No- BGH/39/2024**

(1) Sri Kedarnath Meher  
At/PO-Bheden,  
Dist- Bargarh,  
Consumer No.- 5125-2101-1016

**COMPLAINANT**

**VRS**

(1) SDO (Elect.), Bheden, TPWODL

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complaint petition filed in the name of Sri Kedarnath Meher, At/Po-Bheden, Dist-Bargarh, represented by Tejraj Meher, with regard to energy bills raised on provisional basis during no supply period from Aug 2016 to Feb 2022 was originally registered at Camp Court held at ESO-Bheden on dt. 14.03.2023 by Hon'ble GRF, Burla. The complainant stated that he had applied for a new service connection on General Purpose Category on dt. 10.08.2016 for his godown. But the same power supply was not extended to his premises nor any Service Connection cable were connected to his premises. The complainant was using power supply for the afore mentioned godown from his existing consumer No. 5125-2101-0625 (LT-Domestic Supply). But, it was only on dt. 13.03.2022, a new meter bearing Sl No. "Two2015335" was installed in the complainant's premise and power supply was charged. But energy bills were charged to him from Aug 2016 onwards on provisional basis, although there was no physical power supply in his premise at that time. The complainant approached the SDO (Elect) Bheden & ESO (Elect), Bheden from time to time, but his grievance was unredressed. Finding no other alternative, the complainant approached GRF, Burla for an efficacious remedy to waive off wrong energy bills charged during no power supply usage period.

On hearing to the case in detail, the Hon'ble Forum,GRF, Burla passed an interim order dt. 31.08.2023 directing the opposite party to submit a joint verification report conducted by SDO,Bheden & EE,BED,Bargarh, which is to be certified by Zonal Head,Bargarh on or before 18.09.2023.

However, on functioning of the GRF,Bargarh Circle, the instant case was transferred from GRF,Burla to this Forum on 02.02.2024 & the case was re-registered on 03.02.2024. On receipt of the case, notice was issued to both the parties to appear before the Forum on 04.03.2024 wherein, the complainant and the representative of the Opposite Party Sri Debasish Bhuyan, ESO (Elect), Bheden, appeared before the Forum.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party submitted the ledger copies from Aug 2016 to Jan 2024, Physical Verification Report dt. 01.03.2024 and the written submission on this case. In reply to the case, the Opposite Party



submitted that, the complainant was repeatedly approaching the SDO (Elect), Bheden, for withdrawal of the provisional bills, which was raised without having electricity connection at the complainant's premise. On physical verification conducted by ESO, Bheden and the concerned Lineman, it was found that there was no such service connection exists in his premises. The shop was using supply for 300 watt load from his existing premises having Consumer no. 5125-2101-0625 with allowed load limit of 20% for General Purpose use. To resolve the long pending issue, the SDO (Elect), Bheden, approached the billing agency to prepare 10 unit bills to adjust the provisionally billed units. Subsequently a bill was generated by the agency for an amount of Rs. 3011/- which was paid by the consumer. But same bill was rejected on bill quality check, working under RCM team and that provisional bills again stands against the consumer. Physically, the power supply was extended to the consumer on dt. 13.03.2022, by installing a new meter. The Opposite Party urged before the Forum to issue 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-5125-2101-1016, having CD-01KW, under LT-General Purpose category, under ESO, Bheden. The initial date of power supply to the complainant premise was on 11.08.2016 as per FG database (Licensee's Soft record). The Complainant on hearing to the case, re-iterated that, there was no power supply and no service connection cable extended to his premise from the date of application for new Power Supply (i.e on 10.08.2016) for his Godown under General Purpose Category till 12.03.2022. But, monthly energy bills on provisional basis were wrongly raised against him during such above period. It was only on 13.03.2022, a new meter was installed in the premises and power supply was charged. It was observed from the ledger abstract that, one meter bearing Sl No. WUV08101 was installed in the complainant's premises at the time of initial power supply, i.e during the month of Aug 2016. One new meter bearing Sl No. TW02015335 was installed in the complainant's premises on dt. 13.03.2022 and the remark mentioned in the FG database for meter change was indicated as "the old meter not found". The meter change was reflected in Mar-2022 billing. It was found that, energy bills were raised on Provisional basis @ "139" units/month from Aug 2016 to Feb 2017, @ "144" units/ month from Mar-2017 to Sep-2021. Thereafter, @266 units/month, @259 units/ month, @194 units/ month, @202 units/ month, @252 units/ month, @ 216 units/ month, @ 223 units/month upto May 2022 on provisional basis. Till the month of Apr 2022, there was no advanced meter readings recorded. The meter reading recorded in the month of May 2022 was "402" KWH, though the billing was done on Provisional basis. In the month of Jun 2022, actual bill was served to the complainant for bill units of "118" KWH with meter reading "520" KWH with a provisional adjustment of Rs. 1632.28/-. The Opposite Party could not confirm the actual installation of meter Sl No. "WUV08101" against the consumer installed as per billing records available from the initial power supply till Feb-22 billing.

During the course of hearing the complainant was asked to submit any proof of application made earlier to the concerned field officials, regarding wrong charging of such provisional bills during no power supply period, but the complainant failed to provide any of such records, applications made.

**PRESIDENT**

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

The representative of the Opposite Party, Sri Debasish Bhuyan, ESO (Elect), Bheden stated that there was no power supply at the complainant's premises till 13.03.2022. The complainant was using power supply from its existing connection in the name of Sapteswari Meher, Consumer No. 5125-2101-0625, CD-2.5 KW under LT -Domestic Category. The complainant was utilising the supply for 300 watt load from the aforementioned existing domestic supply, with allowed load limit of 20% for General purpose uses.

In the Physical Verification Report dt. 01.03.2024, the Opposite Party mentioned that, the power supply was extended to the complainant's premise on dt. 13.03.2022. Earlier the power supply was not effected due to lack of infrastructure causing low voltage. But energy bills were raised on provisional basis from Aug 2016 to May 2022. As per the Physical Verification Report, the sanctioned load of the complainant is CD-01KW, whereas, the connected load found is 02KW. In this context, the complainant has submitted an invoice dt. 06.02.2023 of one Air Conditioner, and it is understood that the Air Conditioner has been installed in the premises during the month of Feb 2023.

As per the direction of the Forum, the Opposite Party was asked to submit the joint verification report conducted by SDO, Bheden & EE, BED, Bargarh, which was to be certified by Zonal Head, Bargarh. The joint field verification report was highly required necessitating the clarification regarding actual initial power supply effected to the complainant's premises. The Opposite Party submitted the documents as asked for, duly certified by SDO (Elect), Bheden and countersigned by the EE (Elect), BED, Bargarh, confirming the fact that power supply to the complainant's premises was actually extended on 13.03.2022 with a new meter SL TW02015335, but provisional bills were raised wrongly till 12.03.2022.

Hence, the Forum is of the considered opinion that, the energy bills raised to the complainant from the date of power supply i.e from 11.08.2016 till 12.03.2022 are to be revised, withdrawn and waived off as there were no power supply physically extended to his premises during such above period, that was duly certified by SDO(Elect), Bheden and EE (Elect), Bargarh.

The order passed on this date is delayed due to late submission of prerequisite reports from the Opposite Party.

### **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 revise & withdraw the energy bills raised from dt. 11.08.2016, till 12.03.2022, as there was no physical power supply extended to the complainant's premises during such above period, as per due certification made by SDO (Elect), Bheden & EE (Elect), BED, Bargarh. The above period bills are to be reassessed, duly adjusting the bill revision made earlier and/or, the benefit arising out of the OTS Scheme, if any.*
- 2) *The Opposite Party is advised to serve the revised energy charges bill with revised due date within 30 days from the receipt of this Order, upon revision of previous bills, if any, to which the consumer is liable to pay.*





- 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.

**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*  
10/04/24  
**MEMBER**

(S. Tripathy)  
Member (Finance)

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

*B.K. Singh*  
10/04/24  
**PRESIDENT**

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

Copy to

1. Sri Kedarnath Meher, At/Po-Bheden, Dist-Bargarh, Mob: 7978061058.
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".