

**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)/ 56<sup>(4)</sup>

Date: 29.03.2024

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

1	Case No.	BGH/43/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Seshadev Kudei At-Bileibarna, Arjunda, Atabira Dist-Bargarh		5125-2307-0131	8658357128
3	Respondent/s	SDO(Electrical), Bheden , TPWODL			Division B.E.D, TPWODL, Bargarh
4	Date of Application	21.02.2024			
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	21.02.2024			
9	Date of Order	29.03.24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

  
**PRESIDENT**

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

**Place of Camp:** Office of Electrical Section Officer, Khuntlipali, TPWODL.



**Appeared**  
**For the Complainant-** Seshadev Kudei

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

**GRF Case No- BGH/43/2024**

(1) Sheshadev Kudei  
At-Bileibarna, Arjunda  
Atabira.  
Dist- Bargarh.  
Consumer No.- 5125-2307-0131

**COMPLAINANT**

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

**OPPOSITE PARTY**

### **GIST OF THE CASE**

The Complaint petition filed by Seshadev Kudei, objected about abnormal bills raised from July 2022 till date. In this context, the complainant submitted a copy of application addressed to ESO, Khuntlipali, requesting for change of defective meter vide letter No. nill, dt. 10.05.2023. The Complainant prayed before the Forum to direct the Opposite Party to resolve the billing dispute accordingly.

### **SUBMISSION OF OPPOSITE PARTY**

The Opposite Party submitted the, Physical Verification Report (PVR) dt. 27.02.2024, a copy of Money Receipt of Rs. 590/- paid towards testing of Meter by the complainant dt. 22.06.2023, a copy of letter addressed to SDO(Elect), Bheden, dt. 01.02.2024, indicating the result of meter testing done against Meter Sl No. "WES30791", copy of meter installation report dt. 01.11.2023 & the ledger copies. In reply to the case, the Opposite Party submitted that after getting fictitious bills from July 2022, the complainant approached for meter testing and paid the testing fees on dt. 22.06.2023 but the same was not tested by MRT team at site. Meanwhile, the terminal of meter was burnt and that removed meter was sent for testing at MRT Laboratory, Bargarh and subsequently the old meter was declared defective by MRT, Bargarh. Hence, the Opposite Party urged before the Forum to issue orders to revise the abnormal bills raised from Jun 2022 onwards.

### **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-5125-2307-0131 having CD-2.5 KW, under LT-Domestic category, under ESO Khuntlipali. On examining the case in detail and as per the complaint raised by the complainant, the Forum observed from the ledger abstract that, Provisional energy bills were charged from July 2021 to May 2022. In the month of Jun 2022 the energy bill was raised on actual basis with "7450" KWH & FMR "10467" KWH. Subsequently, actual bills were raised from July 2022 to Nov 2022 @ 1956 units/432 units/716 units/3072 units/2017 units per month. However, the complainant disputed about the accuracy of the Meter Sl No. "WES30791" and deposited Rs. 590/- towards testing fees on 22.06.2023, but that was later tested by MRT, Bargarh & declared the same meter as defective due to no display & abnormal pulsation.



It was observed from the record that, a new meter bearing Sl No. "TPWODL10759820" was installed in the premises on 01.11.2023. The PVR dt. 27.02.2024 indicated that the same meter has been in running condition with advanced meter reading recorded as KWH "000035".

It was also noticed that no monthly billing was recorded in consumer ledger history for the period from Jan 2023 to Dec 2023. However, upon enquiry to this matter, the Opposite Party submitted that as no meter testing was carried out by MRT team, Bargarh, despite the relevant fees deposited by the consumer, no billing was done and processed by the Central RCM team of the Licensee from Jan 2023 to Dec 2023, due bill quality check issue raised. But, the Opposite Party certified the fact that the complainant consumer was utilising the power supply from Jan 2023 to Dec 2023.

The ledger abstract also revealed that, "17156" units were charged during Jan 2024 billing on actual basis even though the new meter installation status was updated in billing database and current meter reading was recorded as KWH "000029" for the month.

Hence after due observation of the records and statements submitted by both the parties, the Forum construed that the energy bills raised to the complainant from Jun 2022 to Dec 2022 are to be revised as suggested by the Opposite Party and as per the complaint made by the complainant, considering the old meter reading so billed as abnormal and as per the certification made by the MRT Office, Bargarh. However, the non billing period from Jan 2023 to Dec 2023 are to be duly charged as per the new installed meter average consumption so recorded. (Meter Sl No. TPWODL1075980 installed in the premises on 01.11.2023)

#### **ORDER**

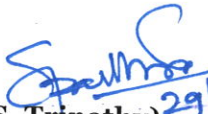
*Considering the documents and statements submitted by both the parties and agreed upon at the time of hearing, the Forum hereby passes orders in consonance with regulations of the OERC Distribution (Conditions of Supply) Code 2019.*


- 1. The Opposite Party is directed to reassess & revise the energy bills charged to the complainant consumer from Jun 2022 to Dec 2022, on the basis of succeeding Six months actual monthly average consumption recorded in the new meter installed bearing Sl No. "TPWODL1075980", from the date of installation of the same.*
- 2. The Opposite Party is directed to raise monthly energy bills not charged initially from Jan 2023 to Dec 2023, on the basis of monthly average consumption so derived in the Para (1) of the above order.*
- 3. The Opposite Party is directed to reassess & revise the energy bills charged to the complainant consumer for the month of Jan 2024, on the basis of succeeding Six months actual monthly average consumption recorded in the new meter installed bearing Sl No. "TPWODL1075980", from the date of installation of the same.*
- 4. 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.*

5. 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 or as the case may be, duly considering the applicable tariff during the period, taking in to account the adjustments, if any, and adjusting the payments made by the complainant.
6. 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 two months from the date of issue of this order.**

Accordingly, the case is disposed of.

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

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

Copy to: -

1. Seshadev Kudei, Bileibarna, Arjunda, Attabira, Dist-Bargarh, Mob: 8658357128.
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".