

**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)/ 59(4)

Date: 29.03.2024

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

|    |  |   |   |  |             |
|----|--|---|---|--|-------------|
| 1  | Case No.                                     | BGH/47/2024   |   |  |             |
| 2  | Complainant/s                                | Name & Address  |   | Consumer No  | Contact No. |
|    |  | Basudev Pati<br>At-Madhya Pada/Dash Pada<br>Ward No- 7, Barpali<br>Dist-Bargarh |   | 5151-0110-0001                                       | 9348303119  |
| 3  | Respondent/s                                 | SDO(Electrical), Barpali , TPWODL   |   | Division<br>B.W.E.D, TPWODL,<br>Bargarh              |             |
| 4  | Date of Application                          | 12.03.24  |   |  |             |
| 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                           | 12.03.2024  |   |  |             |
| 9  | Date of Order                                | 29.03.2024  |   |  |             |
| 10 | Order in favour of                           | Complainant   | √ | Respondent   | Others      |
| 11 | Details of Compensation awarded, if any.     | NIL   |   |  |             |

**Place of Camp:** Office of Electrical Section Officer, Barpali-I, TPWODL.



**Appeared**

**For the Complainant-** Basudev Pati  
Represented by Surendra Pati

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

**GRF Case No- BGH/47/2024**

Basudev Pati  
At-Madhyapada/Dash Pada  
Ward No-7, Barpali  
Dist- Bargarh.  
Consumer No.- 5151-0110-0001

**COMPLAINANT**

**VRS**

(1) SDO(Elect.) Barpali, TPWODL

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complaint petition filed in the name of Sri Basudev Pati, at-Dashpara, Barpali, represented by Sri Surendra Pati, objected about erratic & abnormal bill raised in July 2023 even after arrear was cleared through OTS payment in Mar 2023. Hence, the complainant prayed before the Forum to direct the Opposite Party to settle the billing dispute for an efficacious remedy.

**SUBMISSION OF OPPOSITE PARTY**

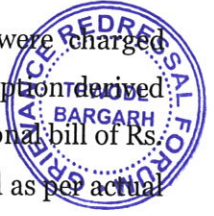
The Opposite Party couldn't submit any document in this instant case.

**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-5151-0110-0001 having CD-01 KW, under LT-Domestic category, under ESO Barpali-I. The initial date of power supply to the complainant was on dt. 01.01.1990. The Forum on examining the case in detail, observed from FG database (Licensee Soft records) that the complainant had paid Rs. 42,114/- on 29.03.2024 & Rs. 523/- also on dt. 29.03.2024 towards payment of arrear electricity dues for availing OTS benefit. Accordingly, OTS rebate of Rs. 26777.33/- was given credit to the complainant account on 29.03.2024 for availing OTS benefit. The complainant claimed regarding abnormal bill raised in July 2023, it was observed from the records that Rs. 52180.76/- was added in the bill of July 2023. The FG database revealed that the existing meter (Meter Sl No. "WHL014966) available in the premises was installed on 23.02.2022, replacing the old meter No. "338929" but the same meter installation report was updated in billing off late on 11.08.2023. Due to this delay meter updation in billing database and the actual meter reading so advanced during these period from 23.02.2022 to 11.08.2023 i.e "9963" units so accumulated in the existing meter, meter no. "WHL014966" from the date of installation of the same till 11.08.2023 was reassessed again by the Opposite Party thereby spreading the entire consumption units on monthly basis & charged Rs. 51232.56/- additionally in a single month of July 2023. The Opposite Party could have updated the meter change protocol into billing with reasonable promptitude, but due to delay in updating such facts, average bills were charged from Feb 2022 to Jun




2023 which could have been avoided. The ledger abstract revealed that actual bills were charged thereafter from July 2023 onwards. It was also observed that six monthly average consumption derived from Aug 2023 till Jan 2024 period is calculated to be @ "444" units per month. The additional bill of Rs. 51232.56/- as raised by the Opposite Party is in obedience to Regulations in force & charged as per actual meter reading basis recorded in the existing running meter.



The Opposite Party is advised to allow suitable installments on the additional bill to the complainant, if the complainant so desires & the complainant has to adhere to the same.

*Hence, the complaint petition is hereby rejected.*

  
(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. Basudev Pati, Dash Para, Barpali, Dist-Bargarh, Mob 9348303119.
2. Sub-Divisional Officer (Elect.), Barpali, 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.orierc.org](http://www.orierc.org) under the "head "Cases->"GRF".