

**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)/ 01<sup>(A)</sup>

Date: 08.01.2024

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

1	Case No.	BGH/04/2023			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Hadu Padhan At- Katurkata, Po- Tulandi. Dist- Bargarh.		5151-0217-0910	8260850787
3	Respondent/s	SDO(Electrical), Barpali , TPWODL			Division B.W.E.D, TPWODL, Bargarh
4	Date of Application	14.12.23 (Received on 22.12.23 from Opposite party)			
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	14.12.23			
9	Date of Order	08.01.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



**Place of Camp:** Sub-Division Office, TPWODL, Barpali.

**Appeared**

**For the Complainant-** Sri Hadu Padhan

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

**GRF Case No- BGH/04/2023**

(1) Sri Hadu Padhan  
At- Katurkata,  
Po- Tulandi  
Dist- Bargarh.  
Consumer No.- 5151-0217-0910

**COMPLAINANT**

**VRS**

(1) SDO(Elect.) Barpali, TPWODL

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant filed the petition disputed about erroneous provisional/average bills raised from Septmener-2013 to December-2023 due to mismatch of meter between physically meter & meter updated in billing database. The complainant objected that even though the same meter bearing serial No- "1383944" has been present in the premises since the date of power supply & advanced meter reading of kwh-"002970" was recorded as on 14.12.2023, such provisional/average bills were continued for such a long period of time. However, the meter mismatch case is now redressed in billing database. In this context, the complainant submitted a copy of meter photo, a copy of meter test report by SDO-MRT., Bargarh dtd. 06.09.2013. Hence, the Complainant prayed before the Forum to direct the opposite party to revise the Provisional/Average bills, considering the actual consumption recorded in the existing meter.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has submitted the ledger copies from Dec 2013 to Nov'2023, physical verification report(PVR) carried on 10.12.2023 & 19.12.23 (in presence of consumer) by Electrical Section Officer, Barpali-II, TPWODL. In reply to the case, the Opposite party submitted that , the existing meter having serial No" 1383944" that was installed in the premises on 30.11.2013, has been in running condition with advanced meter reading recorded as kwh-"002938". The opposite party also submitted that the meter serial No-"LW253547" was wrongly updated in billing database which would have been other meter bearing serial No" 1383944" physically existing since 30.11.2013. The O.P. also indicated that the complainant is having very low load of 162W only & urged before the Forum to issue necessary orders as deemed fit for revision of previous bills.



## OBSERVATION

The case is pursued 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-515102170910 having CD-1kw, under LT-Domestic category. As per Ledger abstract submitted & records available in FG billing database(Licensees soft. records), it was observed that initial supply was released on 30.09.2013 with initial meter installed in the premises bearing Sl No. "01383944". The complainant's first bill was generated in December-2013 & actual bills were raised upto Feb 2015. Thereafter Provisional/ Average bills charged upto Sept-2023. The ledger abstract indicated that a new meter was installed and updated in billing during August 2021, bearing Sl No. "LW253547". But Provisional/ Average bills were continued to charge till Sept-2023. The previous meter having Sl No. "01383944" was again updated in billing database during October-2023 with current meter reading recorded as KWH-"2963" for the month & actual bill was raised with "169" units considering initial meter reading IMR-"2794" & final meter reading FMR-"2963". The Forum observed that average consumption during the actual billing period from December-2013 to Feb-2015 comes out to be @63 units per month. As per FG billing database the meter bearing Sl No. "01383944" is having "six" digit recording capacity.

The physical verification report dtd.19.12.2023 indicated that the existing meter having meter serial No-"01383944" is in running condition with advanced meter reading recorded as kwh-"002970". It is observed that the instant case is a meter mismatch case that resulted into wrong charging of bills for such long period of time. However, the correct meter details was updated in billing off late but average/provisional bills were not revised/adjusted against the consumer A/c till date.

Hence, the forum is of the considered opinion that the average/provisional bills raised to the complainant from March -2015 to September-2023 are to be revised by spreading over the actual consumption recorded in the meter bearing serial No" 01383944" that has been available in the complainant's premises since the date of power supply i.e. 30.09.2013.

## 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 the energy bills raised to the consumer for the period from March -2015 to September-2023, based on the actual monthly average consumption recorded in the existing meter bearing meter sl. no." 01383944", by spreading over the actual consumption recorded during the aforementioned period, considering initial meter reading recorded as on the date of installation of the afore*



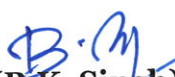
mentioned meter and final meter reading as kwh"002794" as on September-2023 (as per ledger abstract submitted).

2. The Opposite party is directed not to consider the bill revision for the above mentioned period already revised earlier/for the period of penalty that falls in above period/or, in both cases, if any, as may be applicable, as the same information has not been submitted by either of the parties.
3. 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.
4. 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 and ensure payment thereof.
5. 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 as per regulation- 144 of OERC Distribution(Conditions of Supply)Code,2019. Failure to make such payment in this regard would attract disconnection of power supply as per section-56 of the Indian Electricity Act.

**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) 08/11/2024  
Member (Finance)

  
(B.K. Singh) 08/11/2024  
(President)

**MEMBER**  
Copy to **Grievance Redressal Forum**  
**TPWODL Bargarh-768028**

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

1. Sri Hadu Padhan, At-Katurkata, PO-Tulandi, Ps/Tahsil-Barpali, Dist-Bargarh-768029
2. Sub-Divisional Officer (Elect.), Barpali, TPWODL, Barpali 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".