

**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)/ 08(4)

Date: 19.04.2024

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

1	Case No.	BGH/52/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Narendra Padhan At-Chhalukulunda, Bheden. Dist- Bargarh.		5125-2105-0833	9937788915
3	Respondent/s	SDO(Elect), Bheden, TPWODL			Division B.E.D, TPWODL, Bargarh
4	Date of Application	08.04.2024			
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	08.04.2024			
9	Date of Order	19.04.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

*B.K*  
**PRESIDENT**

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

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

**Appeared**

**For the Complainant-** Narendra Padhan



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

**GRF Case No- BGH/52/2024**

(1) Sri Narendra Padhan  
At- Chhalukulunda, Bheden  
Dist- Bargarh,  
Consumer No.- 5125-2105-0833

**COMPLAINANT**

**VRS**

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

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complaint petition filed by Sri Narendra Padhan, At-Chhalukulunda, Bheden, disputed that, abnormal bills have been raised from the date of power supply, even though initial supply was extended with a meter installed in the premises. Hence, the complainant prayed before the Forum for an efficacious remedy for resolution of the above dispute.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party submitted the ledger copies from Sep 2018 to Feb 2024, physical verification report dt. 10.04.2024 and the written submission. In reply to this case, the Opposite Party submitted that, the initial date of power supply to the complainant was on dt. 05.08.2018 using meter Sl No. LW112381. But the same meter was not updated in the billing database. Therefore, the energy bills were raised abnormally from 05.08.18 to May 2023. After verification on dt. 12.06.23, the meter reading was recorded as "005708" and the meter Sl no. LW112381 was updated in the billing database. 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-5125-2105-0833, having CD-3KW, under LT-Domestic category, under ESO, Bheden. On examining the case in detail, it was observed that, the first energy bill of the complainant was generated in the month of Sept 18 on average basis as no meter was updated in billing records. And then, average bills were raised from Sept 18 to Sept 19 @ 13 units/ month. In the month of Oct 2019, the energy bill was charged on actual basis considering the current meter reading of KWH "000039" recorded in Meter Sl No. "LW112397", that was installed on 11.08.2019 and updated in billing database on 31.10.2021 as per FG database (Licensee's Soft Records). Thereafter Actual bills were charged from Nov 2019 to Dec 2019. Again, on a surprising note, a new meter Sl No. "LW112381" was installed on 24.10.2019 and updated in billing on 31.10.2021. Thereafter, actual bills were raised upto July 2021, except some Provisional bills that were raised intermittently. But again, the same old meter Sl No. "LW112397" was further updated in database as billing meter, re-effected in Aug 2021 billing. And, Provisional bills continued from Aug 2021 to Apr 2023. However, the Meter No. "LW112381" updated in billing previously on 24.10.2019, was again



updated as billing meter, reflected in May 2023 and thereafter, actual bills were continued to charge till last billing.

The Opposite Party, in reply to the case certified that, initial power supply extended to the complainant consumer on 05.08.2018 was effected with installation of a meter No. "LW112381", but the same meter was not recorded in billing due to which, abnormal, average & actual bills were raised, time to time. The Opposite Party confirmed that on verification dt. 12.06.2023, the current meter reading was captured as KWH "005708" in the existing meter Sl No. "LW112381". The Physical verification report dt. 10.04.2024 also revealed that, the existing meter bearing Sl No. "LW112381" has been in running condition with advanced meter reading recorded as KWH "007992".

Hence, the Forum on scrutinizing the records, statements available on record construed that the energy bills charged to the complainant from the first billing Month ,i.e Sep 2018 to May 2023 are to be revised as per actual monthly average consumption basis recorded in existing meter Sl No. "LW112381", that has been available in the premises since the date of initial power supply

### **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 charged to the complainant for the period from Sep 2018 to May 2023, on the basis of actual monthly average consumption recorded in the existing meter Sl No. "LW112381" available in the premise since the date of initial Power Supply ( as per certification made by Opposite Party), by recasting the entire units accumulated in May 2023 considering initial meter reading recorded as on the date of installation of the same meter and final meter reading as KWH "005708" as on May 2023, 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)  
MEMBER  
Grievance Redressal Forum  
TPWODL, Bargarh-768028

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

Copy to:

1. Sri Narendra Padhani, At Chhatrakunda, Bheden, Dist. Bargarh, Mgr. No. 93768028.
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".