

**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)



Date: 10.01.2024

Ref: GRF/Bargarh/Div/BWED/ (Final Order)/ 03(4)

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

1	Case No.	BGH/06/2023		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Amit Agrawal At-College Chowk(RMC Road),Barpali Po-Barpali, Dist- Bargarh.	5151-0113-0558	9861201691
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
		5. Disconnection / Reconnection of Supply	X	6. Installation of Equipment & apparatus of Consumer
		7. Interruptions	X	8. Metering
		9. New Connection	X	10. Quality of Supply & GSOP
		11. Security Deposit / Interest	X	12. Shifting of Service Connection & equipments
		13. Transfer of Consumer Ownership	X	14. Voltage Fluctuations
		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	10.01.2024		
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:** Sub-Division Office, TPWODL, Barpali.

**Appeared**

**For the Complainant-** Sri Amit Agrawal

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

**GRF Case No- BGH/06/2023**

(1) Sri Amit Agrawal  
At-College Chowk,(RMC Road), Barpali  
Po-Barpali,  
Dist- Bargarh.  
Consumer No.- 5151-0113-0558

**COMPLAINANT**

**VRS**

(1) SDO(Elect.) Barpali, TPWODL

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complaint petition filed in the name of Amit Agrawal, at-College Chowk(RMC Road), Barpali, objected about the erroneous energy bills charged from January-2021 to July-2023 & also disputed about abnormal/excess bill raised in July-2023. The Complainant prayed before the Forum to direct the Opposite Party to resolve the billing dispute by way of revising the previous bills in order to enable him to pay the genuine dues accordingly.

**SUBMISSION OF OPPOSITE PARTY**

The case being registered, Opposite Party was asked to submit the following documents in connection to case as objected by the complainant.

- i) The exact date of installation of meter bearing serial No."WUS12230" with initial reading recorded in the meter.
- ii) The actual status of the meter as to whether the meter having serial No."WCV34891" was physically there in the premises from the date of initial power supply & the reason for replacement of the same.

The Opposite Party submitted the ledger copies from May-2016 to July-2023, Physical Verification Report (PVR) dtd.17.12.2023 and a written statement on this case for kind perusal of the Forum. In reply to this case, the Opposite Party submitted that, the existing meter available in the premise is having serial No."WUS12230" that was actually installed on 15.04.2016 at the time of initial power supply released & the initial meter reading was kwh"000000". However, the meter having serial No"WCV34891" was wrongly entered in billing database that was later rectified and updated during July-2023 billing.

The O.P. submitted a fresh physical verification report in which it was noted that existing meter having meter serial No-"WUS12230" is physically existing in the complainants premise with meter status found "OK" and advanced meter reading recorded as kwh"20683". Hence, the Opposite party



urged before the Forum to issue necessary orders to revise the previous abnormal/provisional bills charged as per actual consumption recorded in the exiting meter available since the date of power supply.

### **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-51510-1130-558 having CD-1kw, under LT-domestic category. The complainant disputed about abnormal bills raised from Jan 2021 to July 2023 with particular reference to July 2023 billing where excess bill was raised for the month. As per the ledger abstract submitted the Forum observed that initial date of power supply was released on 15.04.2016 with a meter bearing Sl No. "WCV34891". Actual/Provisional bills were raised intermittently thereafter and different provisional billings were auto adjusted subsequently. The same meter was advanced upto the reading of KWH-"6701" recorded in June-2023. During July 2023 billing, a new meter was installed with Sl No. "WUS12230" and recorded a current reading of KWH-"19753" for the month, thereby summing a actual bill of "13052" units for the same month. The O.P. clarified the fact that the existing meter bearing serial No." WUS12230" has been available in the premise since the date of power supply & advanced meter reading recorded was kwh"20683" as on 17.12.2023 . However, the meter having SL.No." WCV34891" wrongly updated in billing that was rectified later & updated with existing meter serial No." WUS12230". FG billing database (Licensees soft. records) revealed the fact that a bill revision was carried out for the period February-2019 to October-2023, effecting credit sundry of Rs.8812.72/- & reflected in November-2023 billing. Hence, considering the facts & reports submitted by both the parties, the Forum construed that energy bills charged to the complainant from the date of initial power supply till July-2023 are to be revised by recasting the actual consumption recorded in the existing running meter bearing serial No."WUS12230", available since the initial power supply released date.

### **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 May-2016 to July-2023, based on the actual monthly average consumption recorded in the existing meter bearing meter sl. no." WUS12230", 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"019753" as on July-2023 (as per ledger abstract submitted).*



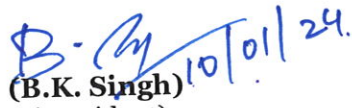
- 2) The Opposite party is directed not to consider the bill revision for the above mentioned period already revised earlier/for the period of penalty that falls in above period/or, in both cases, if any, as may be applicable, as the same information has not been submitted by either of the parties.
- 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) 10/01/2024  
Member (Finance)

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

  
(B.K. Singh) 10/01/24  
(President)

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

**Copy to: -**

1. Sri Amit Agrawal, College Chowk,(RMC Road),Barpali, Dist-Bargarh-768029.Mob: 9861201691.
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".