

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, BARGARH

First Floor, Raymond Building, Bandutikra Chowk, Bargarh-768028

Phone: (06646) 230135, E-mail: grf.bargarh@tpwesternodisha.com



Present:

Sri B.K.Singh	...	President
Sri Pulakesh Dasbhaya	...	Member (Finance)
Sri Debendra Ranjan Sahu	...	Co-Opted Member

1	Case No.	BGH/66/2025				
2	Complainant	Name & Address:		Consumer No:		
		Bhamara Rana		5154-1108-0160		
		At-Bhengrajpur, Paikmal		Contact No.:		
		Dist-Bargarh		9178147926		
3	Respondent	Name		Division		
		SDO(Elect.), TPWODL, Paikmal		BWED, TPWODL, Bargarh.		
4	Date of Application		10.06.2025			
5	In the matter of-	1. Agreement / Termination		2. Billing Disputes		✓
		3. Classification / Reclassification of Consumers		4. Contract Demand / Connected Load		
		5. Disconnection / Reconnection of Supply		6. Installation of Equipment & apparatus of Consumer		
		7. Interruptions		8. Metering		
		9. New Connection		10. Quality of Supply & GSOP		
		11. Security Deposit / Interest		12. Shifting of Service Connection & equipments		
		13. Transfer of Consumer Ownership		14. Voltage Fluctuations		
		15. Others (Specify) -				
6	Section(s) of Electricity Act, 2003 involved		42(5)			
7	OERC Regulation(s):				Clauses	
	1	OERC Distribution (Licensee's Standard of Performance) Regulations, 2004				
	2	OERC Conduct of Business) Regulations, 2004				
	3	Odisha Grid Code (OGC) Regulation, 2006				
	4	OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004				
	5	Others-OERC Distribution (Conditions of Supply) code, 2019				155 & 157
8	Date(s) of Hearing		10.06.2025			
9	Date of Order		11.06.2025			
10	Order in favour of	Complainant	✓	Respondent		Others
11	Details of Compensation awarded, if any.			Nil		
12	Appeared for the Complainant:		Appeared for the Respondent:			
	Bhamara Rana		SDO(Elect.), TPWODL, Paikmal			

PRESIDENT
 Grievance Redressal Forum
 TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing at Paikmal Electrical Sub-division under Bargarh West Electrical Division camp on 10-06-2025, the complainant appeared before the Forum whereas SDO- Paikmal appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 515411080160 with connected load of 1.00 KW. That the Complainant has raised objection regarding the average billing from Mar'2013 to Feb'2015. He requested for revision of bills and mentions about verbal complaint being made to the respondent earlier on.

Gist of Arguments made by the Parties

Both parties were present in the hearing. The contentions made by the parties are as follows:

1. Submission of the Complainant:

1. The complainant submits that, high consumption average bills have been served to him from Mar'2013 to Feb'2015 due to which high billings have been done resulted to accumulation of arrear.
2. He further submits that; he had made verbal complain to the respondent about the erroneous bill.
3. He also requested the Forum to revise the bills.

2. Reply Submission of the Respondent:

- i. The respondent submitted the billing abstract from Sep'2004 to May'2025.
- ii. The respondent also agreed upon average billing from Mar'2013 to Feb'2015 and agreed for revision of bills. However, the respondent requested the Forum to take appropriate decision as necessary.

Findings and observations of the Forum

Written/verbal Submissions were made by both parties and arguments were heard at length. This Forum, after hearing the parties and going through the relevant documents, FG and Samadhan database (Licensee's soft records) and provisions of law have concluded as follows:

- a. That the complainant has been billed on actual meter readings up to Feb'2013 with a meter reading of "9223" of meter no. 9134541. From Mar'2013 to Feb'2015 bills have been generated on average basis due to defective meter.

Page 2 of 3


PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028



- b. In the meanwhile, a new meter bearing Sl. No. WCS02309 has been installed in the billing month of Mar-Apr'2015 in the premises of the complainant.
- c. It is also noted that bills on actual meter readings have been done up to Oct'2015. Again, From Nov'2015 to Feb'2024, bills have been generated on average basis due to defective meter.
- d. As per submission made by the respondent, the average bills from Nov'2015 to Feb'2024 has been revised through complaint handling procedure.


Directions of the forum


In view of the above findings and discussions, the Forum is of the view that,


- The average bills from Mar'2013 to Feb'2015 are to be revised as per the average consumption recorded in Meter No. WCS02309 as per Section 155 and 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Any adjustments done during the revision period are also to be taken in to consideration.
- DPS charged on the wrong bills are also to be withdrawn.

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.


(P. R. Sahu)
Co-opted Member
Grievance Redressal Forum
TPWODL, Bargarh-768028
No. GRF/BGH/ 78(2)


(P. Dasbhaya)
Member (Finance)
Grievance Redressal Forum
TPWODL, Bargarh-768028


(B. K. Singh) 11.06.25
President
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 11.06.2025

Certified Copy to:

- 1) The Zonal Head, Bargarh Zone, TPWODL, Bargarh.
- 2) The Chief Legal, TPWODL, Burla.

"If the complainant is aggrieved with this order or non-implementation of the order of the Grievance Redressal Forum in time, he/she can make the representation to the Ombudsman-II, Qrs. No. 3R-2(S), GRIDCO Colony, P.O: Bhoingar, Bhubaneswar-751022 (Tel. No. 0674-2543825 and Fax No. 0674-2546264) within 30 days from the date of order of the Grievances Redressal Forums".

This order can be accessed at TPWODL website www.tpwesternodisha.com- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 66 of 2025.