

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

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Member (Finance)

1	Case No.	BGH/3/2025			
2	Complainant	Name & Address:		Consumer No:	
		Hara Sahu		5150-0103-8448	
		Sargipali, Bandhbahali, Bijepur		Contact No.: 8917332747	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Barpali		BWED, TPWODL, Bargarh.	
4	Date of Application	16.01.2025			
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	16.01.2025			
9	Date of Order	31. 01. 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:		
	Hara Sahu Represented by Raj Kishor Sahu		SDO(Elect.), TPWODL, Barpali		

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B.K.
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ORDER



Brief Facts of the Case

During the spot hearing at ESO-III, Barpali of Barpali Electrical Sub-division of Bargarh West Electrical Division camp on 16-01-2025, the complainant appeared before the Forum whereas SDO- Barpali appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-IRRIGATION PUMPING AND AGRICULTURE consumer having consumer No. 515001038448 with connected load of 2.50 KW. That the Complainant has raised objection regarding the high consumption bills served to him. 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 bills have been served to him from Dec'2024 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 Nov'2019 to Dec'2024 and a PVR dated 21-01-2025 mentioning the meter reading as "87" KWH of meter no. TWSC59037400 with a meter replacement protocol sheet dated 02-01-2025 wherein it has been mentioned that old meter bearing Sl. No. WVT03853 is having **"Faulty Display"**.
- ii. The respondent also agreed upon abnormal bill in the month of Dec'24 due to faulty meter 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 and provisions of law have concluded as follows:


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1. That the complainant has been billed on actual meter readings up to May'2022 with a meter reading of "250" of meter no. WVT03853. From Jun'2022 to Nov'2022, provisional bills have been done. From Dec'2022 to Nov'2024 abnormal consumption bills have been served on erratic meter readings @ of 60225 units, 3427 units, 0 unit etc. due to fault in the meter.
2. For which the consumer submitted his complain regarding the accuracy of the meter.
3. After complain made by the consumer about the accuracy of the meter, the meter was replaced by the respondent on 02-01-2025 declaring the old meter bearing Sl. No. WVT03853 as defective.
4. Therefore, it is decided by the Forum that, from high consumption of defective meter bills should be revised.


Directions of the forum


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

- The bills served to the complainant from Dec'2022 to Nov'2024 are to be revised as per the average of six consecutive billing of new meter 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.

Matter is closed herewith and the compliance report to be submitted to the undersigned on or before dated **31-07-2025**.

Accordingly, the case is disposed of.


(P. Dasbhaya)
MEMBER
Grievance Redressal Forum
TPWODL, Bargarh-768028
No. GRF/BGH/ 136


(B.K. Singh)
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 31.01.2025

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: Bhoinagar, 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 3 of 2024.


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