

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)

1	Case No.	BGH/06/2025			
2	Complainant	Name & Address:		Consumer No:	
		Iswar Chandra Sahu		5152-0119-0094	
		At/Po-Mahulpali, Padampur		Contact No.:	
		Dist-Bargarh		9937703099	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Padampur		BWED, TPWODL, Bargarh.	
4	Date of Application	28.01.2025			
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			157
8	Date(s) of Hearing	28.01.2025			
9	Date of Order	<i>11. 02. 2025</i>			
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:		
	Iswara Chandra Sahu		SDO(Elect.), TPWODL, Padampur		

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PRESIDENT
 Grievance Redressal Forum
 TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing at ESO-I, Padampur of Padampur Electrical Sub-division under Bargarh West Electrical Division camp on 28-01-2025, the complainant appeared before the Forum whereas SDO- Padampur appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- General Purpose <110 KVA consumer having consumer No. 515201190094 with connected load of 1.50 KW. That the Complainant has raised objection regarding the abnormal consumption bills served to him from May'2024 to Aug'2024. 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 May'2024 to Aug'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 Dec'2005 to Dec'2024 and a PVR dated 28-01-2025 mentioning the meter reading as "573" KWH of meter no. TWSP51206774.
- ii. The respondent also agreed upon abnormal bills from May'2024 to Aug'2024 and agreed for revision of bills. However, the respondent requested the Forum to take appropriate decision as necessary.

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PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028



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:

- That the complainant has been billed on actual meter readings up to Apr'2024 with a meter reading of "5691" of meter no. WHL008968 with a monthly average consumption of 166 units (average from May'2023 to Apr'2024). For the month of May'24 abnormal consumption of 740 units has been recorded and for Jun-Jul'24, 1796 units has been recorded.
- In the meanwhile, a new meter bearing Sl. No. TWSP51206774 has been installed on 23-09-2024 in the premises of the complainant after meter was declared defective.
- The new meter average was also recorded as 120 units per month (from 23-09-2024 to 09-01-2025) which leads the Forum to revise the abnormal bills as per new meter.
- Therefore, it is decided by the Forum that, the abnormal bills and average period bills should be revised.
- It is also noted that, after meter change the billing for the month of Aug'2024 has been done @889 units taking the higher average units of previous billing despite the meter reading of the new meter has been recorded as "29", which also needs revision

Directions of the forum

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

- The abnormal/average bills served to the complainant from May'2024 to Aug'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.

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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. Dashbaya)
MEMBER
Member (Finance)
Grievance Redressal Forum
TPWODL, Bargarh-768028

No. GRF/BGH/ 16 (2)


(B.K. Singh) 11/02/25
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

Date: 11.02.2025

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 06 of 2025.