

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

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President

Sri Pulakesh Dasbhaya

...

Member (Finance)

1	Case No.	BGH/07/2025				
2	Complainant	Name & Address:		Consumer No:		
		Ramesh Bhai Patel		5152-0118-0300		
		At-Bad Bandh Pada, In front of Co-Operative Bank, Padampur		Contact No.:		
		Dist-Bargarh		9937566359		
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	11.02.2025				
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:			
	Ramesh Bhai Patel Represented by Kishan Bhai Patel		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- Domestic consumer having consumer No. 515201180300 with connected load of 3.00 KW. That the Complainant has raised objection regarding the abnormal consumption bills served to him from Feb'2024 to Apr'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 Feb'2024 to Apr'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'2011 to Dec'2024 and a PVR dated 28-01-2025 mentioning the meter reading as "1471" KWH of meter no. TWST1726329 with a written submission on 31-01-2025.
- ii. The respondent also agreed upon abnormal bills from Feb'2024 to Apr'2024 and agreed for revision of bills. However, the respondent requested the Forum to take appropriate decision as necessary.

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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 Jan'2024 with a meter reading of "3862" of meter no. WCS24070 with a monthly average consumption of 372 units (average from Feb'2022 to Jan'2024). For the month of Feb'24 abnormal consumption of 1020 units has been recorded and for Mar'24 1310 units has been recorded which is disputed by the complainant.
- In the meanwhile, a new meter bearing Sl. No. TWST1726329 has been installed on 27-05-2024 in the premises of the complainant after meter was declared burnt.
- The new meter average was also recorded as 180 units per month (from 27-05-2024 to 16-01-2025) which leads the Forum to revise the abnormal bills as per new meter.
- Therefore, it is decided by the Forum that, the abnormal bills should be revised.
- It is also noted that, after meter change the billing for the month of Apr'2024 has been done @764 units taking the higher average units of previous billing despite the meter reading of the new meter has been recorded as "6", 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 Feb'2024 to Apr'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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PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028



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


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

No. GRF/BGH/ 17(2)

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 07 of 2025.