

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

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Member (Finance)

1	Case No.	BGH/08/2025			
2	Complainant	Name & Address:		Consumer No:	
		Lingaraj Sahu		5150-0103-6117	
		At- Podmunda, Po- Birmal,		Contact No.:	
		Sohela, Dist-Bargarh		9348467556	
3	Respondent	Name		Division	
Executive Engineer (Elect.), BWED, Bargarh, TPWODL.		BWED, TPWODL, Bargarh.			
4	Date of Application		29.01.2025		
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		29.01.2025		
9	Date of Order		24.02.2025		
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:		
	Lingaraj Sahu Represented by Jaydev Sahu		SDO(Elect.), TPWODL, Sohela		

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B.K.

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ORDER



Brief Facts of the Case

During the spot hearing at Sohela Electrical Sub-division of Bargarh West Electrical Division on 29-01-2025, the complainant appeared before the Forum whereas SDO- Sohela 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. 515001036117 with connected load of 3.00 HP. 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 Jan'2023 to Mar'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 Jul'2013 to Jan'2025 and a PVR dated 10-02-2025 mentioning the meter reading as "2136" KWH of meter no. TWSC59018941.
- ii. The respondent also agreed upon abnormal bill in the month of Jan'23 and average billing from Feb'23 to Mar'24 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:


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1. That the complainant has been billed up to Jun'2013. From Jul'2013 to Dec'2022 no bills have been generated as supply was disconnected.
2. After reconnection, the bill was generated for the month of Jan'23 on average basis @ of 5599 units for a period of 22 months.
3. But, as per data available in the FG system, the supply was reconnected on 09-02-2023, therefore the bill served for the month of Jan'23 for a period of 22 months is not as per records. And from Feb'2023 to Mar'24 the bills were served on average basis.
4. In the meanwhile, a new meter bearing Sl. No. TWSC59018941 has been installed on 30-04-2024 in the premises of the complainant.
5. Therefore, it is decided by the Forum that, bills from Jan'23 to Mar'24 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 Jan'23 to Mar'24 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.

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. Dasbhuja)
Member (Finance)
Grievance Redressal Forum
TPWODL, Bargarh-768028
No. GRF/BGH-24(2)


(B.K. Singh)
President
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 24.02.2025

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 08 of 2025.