

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/09/2025			
2	Complainant	Name & Address:		Consumer No:	
		Basudev Rohidas		5150-0103-8873	
		At-Grinjal, PO-Rengali		Contact No.:	
		Sohela, Dist-Bargarh		9178021761	
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			
		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:		
	Basudev Rohidas		SDO(Elect.), TPWODL, Sohela		

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ORDER



Brief Facts of the Case

During the spot hearing at Office of the Electrical Sub-divisional Officer, Sohela, under Bargarh West Electrical Division camp 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, one new meter was installed in the complainant's premises during the period of Apr 2021, but it was reflected in the billing data base off late in the year 2024. Therefore, abnormal high bill was charged to the complainant in a single month. The complainant prayed before the Forum for revision of the erroneous bill.

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, one new meter was installed in the complainant's premises during the period of Apr 2021, but it was reflected in the billing data base off late in the year 2024. Therefore, high consumption bill has been served to him in the month of Oct 2024.
2. He requested the Forum to revise the Provisional/Average bills charged to him for the period of 2021 to 2024 and revise the erroneous bill charged in Oct 2024.

2. Reply Submission of the Respondent:

- i. The respondent submitted the billing abstract from Dec'2020 to Dec'2024 and a Physical Verification Report dated 10-02-2025 mentioning the meter reading as "6905" KWH of meter no. TWSC59005732 and written submission to the case.
- ii. The respondent also agreed upon abnormal bill charged in the month of Oct 2024 and agreed for spread over of the total consumption recorded in meter SI no. TWSC59005732 in the month of Oct 2024 from the date of its installation till Oct 2024. However, the respondent couldn't ascertain the actual date of installation of the meter SI no. TWSC59005732. Hence,

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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:

- As per the written submission of the respondent, the actual date of installation of meter SI no. TWSC59005732 could not be acknowledged. However, the complainant claimed that, the said meter was installed in the month of Apr 2021.
- In absence of the meter installation document, the actual date of meter installation couldn't be ascertained by the Forum. But it is considered that, the meter SI no. TWSC59005732 was installed much before Oct 2024 billing. Hence, the billing of entire consumption of "5522" KWH units in Oct 2024 is not justified.
- Hence, the Forum construed that, the energy bill raised to the complainant prior and including Oct 24 for 24 months are to be revised on basis of succeeding six months actual average consumption recorded in meter SI no. TWSC59005732 from Nov 2024 considering IMR as "5522" as recorded in the billing ledger.

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 Nov'2022 to Oct'2024 are to be revised on basis of succeeding six months actual average consumption recorded in meter SI no. TWSC59005732 from Nov 2024 onwards considering IMR as "5522" 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 Four months from the date of issue of this order.



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Accordingly, the case is disposed of.

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

No. GRF/BGH/ *25(2)*

B.K. Singh
(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 09 of 2025.