

# 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) |
| Sri D.R Sahu          | ... | Co-Opted Member  |

|    |                                              |                                                                           |                              |                                                      |           |
|----|----------------------------------------------|---------------------------------------------------------------------------|------------------------------|------------------------------------------------------|-----------|
| 1  | Case No.                                     | <b>BGH/117/2025</b>                                                       |                              |                                                      |           |
| 2  | Complainant                                  | Name & Address:                                                           |                              | Consumer No:                                         |           |
|    |                                              | Rukmani Sahu                                                              |                              | 5124-2204-1367                                       |           |
|    |                                              | At-Jharpali, Ambabhona, Bhukta                                            |                              | Contact No.:                                         |           |
|    |                                              | Dist-Bargarh                                                              |                              | 8018959404                                           |           |
| 3  | Respondent                                   | Name                                                                      |                              | Division                                             |           |
|    |                                              | SDO(Elect.), TPWODL, Bhatli                                               |                              | BED, TPWODL, Bargarh.                                |           |
| 4  | Date of Application                          | 14.08.2025                                                                |                              |                                                      |           |
| 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                           | 14.08.2025                                                                |                              |                                                      |           |
| 9  | Date of Order                                | 01.09.2025                                                                |                              |                                                      |           |
| 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: |                                                      |           |
|    | Rukmani Sahu Represented by<br>Gopinath Sahu |                                                                           | SDO(Elect.), TPWODL, Bhatli  |                                                      |           |

*B.K.*

**PRESIDENT**

**Grievance Redressal Forum  
TPWODL, Bargarh-768028**

## **ORDER**



### **Brief Facts of the Case**

During the spot hearing at ESO-Bhukta of Bhatli Electrical Sub-division under Bargarh Electrical Division camp on 14-08-2025, the complainant appeared before the Forum whereas SDO- Bhatli appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5124-2204-1367 with connected load of 0.02 KW. That the Complainant has raised objection regarding the abnormal consumption bills served to him for the month of May'19. 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 bill has been served to him for the month of May'19 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.

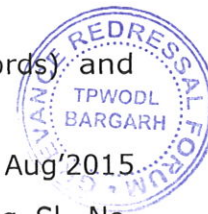
#### **2. Reply Submission of the Respondent:**

- i. The respondent submitted the PVR dated 22-08-2025 mentioning the meter reading as "7745" KWH of meter no. LW281654 with a written submission of SDO Bhukta(Bhatli) received on 26-08-2025.
- ii. The respondent also agreed upon abnormal bill for the month of May'19 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:



- That the complainant has been billed as per Kutir Jyoti category from Aug'2015 to Apr'2019 with meter no. 6079487. A new meter change bearing Sl. No. LW281654 has been updated with a meter change date of 10-04-2019 and bill for the month of May'2019 has been served @1090 units with a meter reading of "1091" which is disputed by the complainant.
- Again, it is noted that, the respondent has already revised the bills from Apr'2019 to Jun'2021 by spreading over the meter readings and an amount of Rs.5840.51 has been deducted from the bill on 25-08-2025.

### **Directions of the forum**

After observing the facts and records, the Forum Construed that, as the bill has already been revised by the respondent, the Forum is constraint to pass any order in respect of the grievance petition of the complainant.

**Hence the instant case is hereby dropped.**

  
(D.R. Sahu)  
Co-Opted Member  
Grievance Redressal Forum  
TPWODL, Bargarh-768028  
No. GRF/BGH/ 127(3)

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

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

Date: 01.09.2025

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](http://www.tpwesternodisha.com)- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 117 of 2025.