

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.	BGH/128/2025			
2	Complainant	Name & Address:		Consumer No:	
		Manbodha Sahu		5152-0214-1355	
		At-Joda Gaajia,Bhagatpur,Chandipali,		Contact No.:	
		Gaisilet,Dist-Bargarh		9337074121	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Padampur		BWED, TPWODL, Bargarh.	
4	Date of Application	19.08.2025			
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	19.08.2025			
9	Date of Order	03.09.2025			
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:		
	Manabodh Sahu		SDO(Elect.), TPWODL, Padampur		


PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing at ESO-Melchhamunda of Padampur Electrical Sub-division under Bargarh West Electrical Division camp on 19-08-2025, 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. 5152-0214-1355 with connected load of 0.50 KW. That the Complainant has raised objection regarding the bill revision amount of Rs.1,02,434.89 added in his bill for the month of Dec'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, a bill revision amount of Rs.1,02,434.89 added in his bill for the month of Dec'2024 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 with a written submission of SDO Padampur dated 25-08-2025.
- ii. The respondent submitted that a bill revision was made from Jul'2021 to Nov'2024 with final meter reading of "19457" on dated 11-12-2024 and debited in bill amounting to Rs.1,02,434.89. 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:


PRESIDENT
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- That the complainant has been given power supply on 11-10-2020 with installation of a meter bearing Sl. No. 1063355. That the complainant has been billed on actual meter readings up to Jul'2021 with a meter reading of "300" with a monthly average consumption of 30 units. From Aug'2021 provisional/ average bills have been served up to Nov'24. For the month of Dec'24, the meter reading has been updated with a meter reading of "19831" and a bill revision has been done from Aug'2021 to Nov'2024 (41 months) with a monthly average consumption of 444 units (18217/41) and an amount of Rs.1,02,434.89 has been debited in the bill.
 - Again, it is noted by the Forum that, the difference in monthly average consumption prior to disputed period and for the disputed period is very high. It is also to mention here that as per regulation 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019, it has been clearly mentioned that *"In case the consumer disputes any billing procedure, he/she may approach the licensee/supplier through complaint handling procedure for redressal of his grievances, which will be resolved within two weeks. In case he/she is not satisfied with the decision of the licensee/supplier in this regard he/she has the liberty to again approach the Grievance Redressal Forum or Ombudsman as per the relevant Regulations of OERC. However, the disputed bill can be revised upto the maximum period of two years in any of the Forum prior to the month in which disputed period of bill ends."*
 - Therefore, it is decided by the Forum that, the bill revision made for a period of 41 months (Aug'2021 to Nov'2024) should be limited to two years only.

Directions of the forum

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

- The bill revision amount of Rs. 1,02,434.89 is to be withdrawn and a new bill revision is to be done limited to two years only as per the average of present six consecutive billing of meter as per Section 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.


(D.R. Sahu)
Co-opted Member
Grievance Redressal Forum
TPWODL, Bargarh-768028


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


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

No. GRF/BGH/ 137⁽³⁾

Date: 03.09.2025

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- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 128 of 2025.