

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/137/2025			
2	Complainant	Name & Address:		Consumer No:	
		Prasant Kumar Gupta		5153-0101-0483	
		At-Sohela		Contact No.:	
		Dist-Bargarh		7750007394	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Sohela		BWED, TPWODL, Bargarh.	
4	Date of Application	04.09.2025			
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	04.09.2025			
9	Date of Order	22.09.2025			
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:		
	Prasant Kumar Gupta		SDO(Elect.), TPWODL, Sohela		

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PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing at Sohela Electrical Sub-division under Bargarh West Electrical Division camp on 04-09-2025, 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- General purpose < 110 KVA consumer having consumer No. 515301010483 with connected load of 2.00 KW. That the Complainant has raised objection regarding the debit amount of Rs.20000.00 and Rs.10000.00 added in his bill in Dec'2015 and Jan'2016 respectively. 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, debit amount of Rs.20000.00 and Rs.10000.00 added in his bill in Dec'2015 and Jan'2016 respectively which 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 verbally that there is no document found in his office regarding the debit sundry amount of Rs.20000.00 and 10000.00.
- ii. Again, the Junior Mangaer (F & C), Bargarh West Electrical Division verbally informed the Forum that, as the Office of the Bargarh West Electrical Division has been shifted twice therefore papers regarding sundry have been misplaced and need more time to enquire into the matter. However, the respondent requested the Forum to take appropriate decision as necessary.


PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

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 power supply was given to the complainant on 25-08-2007. That the complainant has been billed on actual meter readings up to May'2013 with a meter reading of "5612" of meter no. 1930851A. From Jun'2013 to Dec'2015 provisional bill has been served.
- In the month of Dec'2015, an amount of Rs.20000.00 and in the month of Jan'2016 an amount of Rs.10000.00 has been added in the bill. As per complainant submission, he was unaware of the revision and complained so many times to the respondents for the same but could not submit any documents regarding the complaint to the respondent. Now the complainant has approached the Forum for bill revision after a lapse of 9 years, which could have been done much before that so the reason for bill revision could have been traced.
- It is worth to mention here that, as per regulation 7 (c) of OERC (Grievance Redressal Forum and Ombudsman) Regulations, 2004, ***"The Forum may reject the grievance at any stage under the following circumstances: (c) In cases where the grievance has been submitted two years after the date on which cause of action has arisen"***.
- The respondent was also asked to submit documents regarding reason of bill revision but neither any documents nor any reason could be furnished by the respondents. However, the Junior Manager (F & C), Bargarh West Electrical Division verbally informed the Forum that, as the Office of the Bargarh West Electrical Division has been shifted twice therefore papers regarding sundry has been misplaced and need more time to enquire into the matter. This is also a gross negligence on the part of the respondent for not keeping the records properly for information of the consumers.
- Therefore, it is decided by the Forum that, the petition made by the complainant is to be rejected as per regulation 7 (c) of OERC (Grievance Redressal Forum and Ombudsman) Regulations, 2004.


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Grievance Redressal Forum
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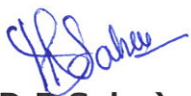


Directions of the forum

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

- As the complaint petition for withdrawal of Debit amount of Rs.20000.00 and Rs.10000.00 has been registered after a period of two years, it is hereby rejected as per regulation 7 (c) of OERC (Grievance Redressal Forum and Ombudsman) Regulations, 2004.
- However, the respondent is directed to keep the records in a proper manner in future so that the consumers can get the information timely.

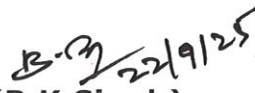
Accordingly, the case is disposed of.


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

No. GRF/BGH/

15/3)


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


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

Date: 22.09.2025

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 137 of 2025.