

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/14/2025			
2	Complainant	Name & Address:		Consumer No:	
		Sarala Agrawal		5154-1107-0145	
		At-Narsinghpada, Paikmal		Contact No.:	
		Dist-Bargarh		9178340644	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Paikmal		BWED, TPWODL, Bargarh.	
4	Date of Application	30.01.2025			
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	30.01.2025			
9	Date of Order	11.02.2025			
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:		
	Sarala Agrawal Represented by Ram Agrawal		SDO(Elect.), TPWODL, Paikmal		

Continued to Page No. 2.


PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing at Jharbandh Electrical Section of Paikmal Sub-division of Bargarh West Electrical Division camp on 30-01-2025, the complainant appeared before the Forum whereas SDO- Paikmal appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 515411070145 with connected load of 1.00 KW. That the Complainant has raised objection regarding the bills served to him for Aug'23. 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, he has been served with a bill of Rs.21294.00 for the month of Aug'23 which is wrong.
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 May'2020 to Jan'2025 and PVR dated 07-02-2025 mentioning the meter reading as "15640" of meter no. WCS03278 with a written submission on 10-02-2025.
- ii. The respondent also agreed upon that a bill revision has been made as per actual meter reading and a Dr. sundry of Rs.17053.49 has been added in the bill for the month of Aug'23. 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 and provisions of law have concluded as follows:

1. That the complainant has been billed on actual meter reading of "9901" of meter no. WCS03278 up to Jan'2020. From Feb'2020 to Jul'2023 bills have been served on provisional/average basis though the meter was running.


PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

2. In the month of Aug'2023, bill has been raised @63 units on actual meter reading of "13830" recorded in the meter bearing Sl. No. WCS03278.
3. It is also noted by the Forum that, in the month of Aug'2023, a bill revision from Feb'20 to Jul'23 has been done on actual meter reading of "13767" and an amount of Rs.17053.49 for a difference of "3922" units has been added in the bill.
4. But it is also noted by the Forum that, the respondent has already charged "2723" units from Feb'20 to Jul'23 instead of "3866" units (13767-9901) and the differential unit of "1143" (3866-2723) to be charged in the bill, but the respondent has charged an additional of "3922" units in the bill.
5. Therefore, it is decided by the Forum that, the wrong bill revision should be withdrawn and a fresh bill revision to be done.


Directions of the forum

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

- The bills from Feb'2020 to Jul'2023 are to be revised by taking the IMR as "9901" and FMR as "13767" 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.


(P. Dash) **Member (Finance)**
Grievance Redressal Forum
TPWODL, Bargarh-768028
No. GRF/BGH/ 20(2)


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

Date: 11.02.2025

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 14 of 2025.