

# 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.	<b>BGH/15/2025</b>			
2	Complainant	Name & Address:		Consumer No:	
		Madan Sahu		5154-1203-2158	
		At-Kumir, PO-Chandibhata, Jharbandh.		Contact No.:	
		Dist-Bargarh			
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			155 & 157
8	Date(s) of Hearing	30.01.2025			
9	Date of Order	04.03.2025			
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:		
	Madan Sahu		SDO(Elect.), TPWODL, Paikmal		

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PRESIDENT

Grievance Redressal Forum  
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## **ORDER**



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

During the spot hearing at ESO Jharbandh of Paikmal Electrical Sub-division under 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. 515412032158 with connected load of 0.50 KW. That the Complainant has raised objection regarding the high consumption bills served to him in 2021 and 2022. 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 bills served to him in 2021 and 2022 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 billing abstract from Jan'2021 to Dec'2024 and a PVR dated 07-02-2025 mentioning the meter reading as "12660" KWH of meter no. LW541994 with a written submission of SDO Padampur received on 10-02-2025.
- ii. The respondent also agreed upon high amount bill from Mar'2021 to Jan'2023 and an amount of Rs.14330.16 has been added due to upward bill revision from Mar'2019 to Jan'2021 and agreed for revision of bills. However, the respondent requested the Forum to take appropriate decision as necessary.

  
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### **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 on average basis from his date of power supply i.e. 03-03-2019 showing the connection as without meter. As per FG database a new meter bearing sl. No. LW541994 installed on 04-03-2021. It is noted by the Forum that very high consumption billing has been done from Jul'21 to Jan'23 @ 1062 units, 2845 units, 2101 units etc. which seems unusual for a domestic consumer of 0.50 KW load. From Feb'23, bills on actual meter readings have been served. It is also noted by the Forum that, the average monthly consumption from Feb'23 to Jan'25 with the same meter is 49 units only.
- In the meanwhile, an amount of Rs.14330.16 has been added in the bill for a differential unit of 3286 units for a period from Mar'2019 to Jan'2021.
- As per verbal submission of the complainant, the meter was installed from the date of power supply and the amount added in the bill for upward bill revision is wrong.
- To justify the date of meter change and upward bill revision, the respondent was also asked to submit meter change protocol sheet of meter no. LW541994 but, the same could not be produced before the Forum.
- Therefore, it is decided by the Forum that, the bill revision done by the respondent for the period from Mar'2019 to Jan'2021 should be revised.

### **Directions of the forum**

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

- As the date of meter change could not be confirmed, the bill revision done by the respondent for an amount of Rs.14330.16 for the period from Mar'2019 to Jan'2021 is to be withdrawn and bills from Mar'2019 to Jan'2025 are to be revised by taking the IMR as "0" and FMR as "12667" as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.

  
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- 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. Dasbhaya)**  
**MEMBER**  
**Member (Finance)**  
**Grievance Redressal Forum**  
**TPWODL, Bargarh-768028**  
 No. GRF/BGH/ 25(2)

  
**(B.K. Singh)** 04/03/25  
**PRESIDENT**  
**Grievance Redressal Forum**  
**TPWODL, Bargarh-768028**  
 Date: 04.03.25

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 15 of 2025.