

# 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

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President

Sri Pulakesh Dasbhaya

...

Member (Finance)

1	Case No.	<b>BGH/16/2025</b>			
2	Complainant	Name & Address:		Consumer No:	
		Debakar Pradhan		5154-1212-0663	
		At- Dungripali, PO- Lalita, Jharbandh		Contact No.: 7750902969	
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	24.02.2025			
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:		
	Debakar Pradhan Represented by Dulamani Pradhan		SDO(Elect.), TPWODL, Paikmal		

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B.K.

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

## **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. 515412120663 with connected load of 0.50 KW. That the Complainant has raised objection regarding the high consumption bills served to him. 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 have been served to him for the month of Sep'2023 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 Jul'2023 to Dec'2024 and a PVR dated 07-02-2025 mentioning the meter reading as "6248" of meter no. LW549526 with a written submission on 07-02-2025.
- ii. The respondent also agreed upon abnormal bill for the month of Sep'2023 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 and provisions of law have concluded as follows:

1. That the complainant has been billed on actual meter readings up to May'2016 with meter Sl. No. 5315886. From Jun'2016 to Aug'2023 provisional/average bills have been served to the complainant.

**PRESIDENT**  
Grievance Redressal Forum  
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2. In the meanwhile, a new meter bearing Sl. No. LW549526 has been installed on 18-03-2021 in the premises of the complainant but updated in billing database in Sep'2023 with a meter reading of "3790".
3. It is noted from the FG database (Licensee's soft records) that a bill revision has been done from Mar'21 to Aug'23 as per actual meter reading @ "3085" of meter no. LW549526 and an amount of Rs.9518.45 has been added in the bill. It is also noted that the bill for the month of Sep'23 has been served @ "705" units mentioning the meter reading as "3790".
4. It is noted by the Forum that, there may be some mistake in taking the meter readings of "3085" for bill revision otherwise the very next month a high consumption of "705" units would not have been there.

### **Directions of the forum**

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

- The bills from Mar'2021 to Sep'2023 are to be revised by taking the IMR as "0" and FMR as "3790" 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.Dasbhaya)  
MEMBER  
Grievance Redressal Forum  
TPWODL, Bargarh-768028  
No. GRF/BGH/ 26(2)

(B.K.Singh)  
PRESIDENT  
Grievance Redressal Forum  
TPWODL, Bargarh-768028  
Date: 24.02.2025

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](http://www.tpwesternodisha.com)- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 16 of 2025.