

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/163/2025				
2	Complainant	Name & Address:		Consumer No.		
		Biswanath Sahu		5121-2315-0263		
		At-Panjabi Pada, Near Bus Stand,		Contact No.:		
		Bargarh		8637219392		
3	Respondent	Name		Division		
		SDO(Elect.), TPWODL, Bargarh-I		BED, TPWODL, Bargarh.		
4	Date of Application		10.10.2025			
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		10.10.2025			
9	Date of Order		23.10.2025			
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:			
	Biswanath Sahu		SDO(Elect.), TPWODL, Bargarh-I			

ORDER

Brief Facts of the Case

During the spot hearing camp at SDO I Bargarh Electrical Sub-division under Bargarh Electrical Division on 10-10-2025, the complainant appeared before the Forum whereas SDO- Bargarh-I 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. 5121-2315-0263 with connected load of 1.00 KW. That the Complainant has raised objection regarding the amount of Rs.7007.99 added in his bill in Jun'2025. 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, an amount of Rs.7007.99 added in his bill in Jun'2025 resulted to accumulation of arrear.
2. He further submitted that it is a small shop which was rented to a Grocery shop and later on from Oct'2024 it has been rented for an ATM. He also submitted the lease deed in support of his arguments.
3. He further submits that; he had made verbal complain to the respondent about the erroneous bill.
4. He also requested the Forum to revise the bills.

2. Reply Submission of the Respondent:

- i. The respondent also agreed upon that there was a small Grocery shop but later on an ATM has been installed there. The respondent also submitted that an amount of Rs. 7007.99 added in his bill in Jun'2025 for meter change assessment for defective period. 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, FG and Samadhan database (Licensee's soft records) and provisions of law have concluded as follows:

- a. That the complainant has been given power supply on 05-02-2022 with installation of a meter bearing sl. No. WHL009161 and bills on actual meter readings have been served up to Aug'2024 with a monthly average consumption of 153 units. From Sep'2024 to Oct'2024 provisional/average bills have been served due to defective meter.
- b. In the meanwhile, a new meter bearing Sl. No. TWSP51219401 has been installed on 30-11-2024 in the premises of the complainant. It is noted that the monthly average of new meter is 380 units for which the respondent has made an upward assessment for the defective period and an amount of Rs. 7007.99 added in his bill in Jun'2025.
- c. But as per submission made by the complainant and agreed by the respondent that it was a small grocery shop and later on it was rented to an ATM, therefore, the consumption has gone up.
- d. It is also noted by the Forum from the lease deed dated 17-10-2024 submitted by the complainant that, the lease deed has been executed on 17-10-2024 between the complainant and Transaction Solutions international India Pvt. Ltd. for installation of ATMs of any Bank.
- e. Therefore, it is decided by the Forum that the amount of Rs. 7007.99 added in his bill in Jun'2025 is to be withdrawn.

Directions of the forum

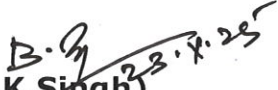
In view of the above findings and discussions, the Forum is of the view that,

1. The bill revision amount of Rs. 7007.99 for meter change assessment is to be withdrawn as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
2. Any adjustments done during the revision period are also to be taken in to consideration.
3. DPS charged on the wrong bills are also to be withdrawn.


PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

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 No. GRF/BGH/ 168(3)	 (P. Dasbhaya) Member (Finance) Grievance Redressal Forum TPWODL, Bargarh-768028	 (B.K. Singh) PRESIDENT Grievance Redressal Forum TPWODL, Bargarh-768028 Date: 23.10.2025
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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 163 of 2025.