

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/18/2025			
2	Complainant	Name & Address:		Consumer No:	
		Bijayalaxmi Sahu		5151-0113-0123	
		At-RMC Road, Barpali, Dist-Bargarh		Contact No.:	
				9437148494	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Barpali		BWED, TPWODL, Bargarh.	
4	Date of Application		11.02.2025		
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		16.01.2025		
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:		
	Smt Bijayalaxmi Sahu Represented by Surendra Kumar Sahu		SDO(Elect.), TPWODL, Barpali		

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ORDER



Brief Facts of the Case

During the spot hearing at ESO-I, Barpali of Barpali Electrical Sub-division under Bargarh West Electrical Division on 11-02-2025, the complainant appeared before the Forum whereas SDO- Barpali appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 515101130123 with connected load of 1.00 KW. That the Complainant has raised objection regarding the revision amount of Rs.21948.45 which has been added in his bill during the disconnection period. 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 Rs.21948.45 has been added in his bill 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 Mar'2001 to Jan'2025 and a PVR dated 15-02-2025 mentioning the meter reading as "1073" KWH of meter no. TWSP51180538 with a written submission of SDO Barpali received on 17-02-2025.
- ii. The respondent also agreed upon bill revision done in Apr'2023 and an amount of Rs.21948.45 has been added in the bill. 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:

1. That the complainant has been billed on actual meter reading basis up to Aug'2016 with meter Sl. No. WESCO261855 with a reading of "9892". From Sep'16 to Feb'22 average bills have been served due to defective meter.
2. Again, it is noted from the database that an upward bill revision has been done for the period from Nov'19 to Oct'21 for defective period assessment and an amount of Rs.21948.45 has been added in the bill in Apr'2023.
3. It is also noted from the database that another bill revision has been done in the month of Jun'23 and Rs.52395.65 has been withdrawn mentioning withdrawal of disconnected period bill from Sep'16 to Oct'21. While withdrawing the disconnected period bill the upward revision for the disconnected period has been ignored by the respondent which is disputed by the complainant.
4. Therefore, it is decided by the Forum that, as the supply was disconnected from Sep'16 to Oct'21, the upward bill revision from Nov'19 to Oct'21 is not justified.

Directions of the forum

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


- As the supply was disconnected from Sep'16 to Oct'21, the bill revision done by the respondent for an amount of Rs. 21948.45 for the period from Nov'19 to Oct'21 is to be withdrawn 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.


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Accordingly, the case is disposed of.


(P. Dashbaya)
Member (Finance)
TPWODL, Bargarh-768028
No. GRF/BGH/ 34(2)


(B.K. Singh)
President
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 04.03.2025

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 18 of 2025.