

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

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Member (Finance)

1	Case No.	BGH/19/2025				
2	Complainant	Name & Address:		Consumer No:		
		Lakshyapati Ray		5151-1309-0192		
		C/o-Chakadola Ray		Contact No.:		
		At-Munupali,PO-Bhatigaon,Dist-Bargarh		8658824637		
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		11.02.2025			
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:			
	Lakshyapati Ray Represented by Haresh Chandra Ray		SDO(Elect.), TPWODL, Barpali			

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B.K.

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ORDER



Brief Facts of the Case

During the spot hearing at ESO-III, Barpali of Barpali Electrical Sub-division under Bargarh West Electrical Division camp 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. 515113090192 with connected load of 1.00 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 Dec'2024 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 Feb'2009 to Jan'2025 and a PVR dated 17-02-2025 mentioning the meter reading as "9" KWH of meter no. TWST1763457 with a written submission of SDO Barpali received on 17-02-2025.
- ii. The respondent also agreed upon bill revision done in Dec'2024 and an amount of Rs.40643.25 has been added in the bill. 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, FG and Samadhan database (Licensee's soft records) and provisions of law have concluded as follows:


PRESIDENT
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1. That the complainant has been billed on actual meter reading basis up to Dec'2009 with meter SI. No. 1983276 with a monthly average consumption of 50 units. From Jan'10 to Oct'19 average bills have been served due to defective meter.
2. Again, it is noted from the database that a new meter bearing SI. No. LW243100 has been changed on 03-11-2019 and later in the month of Jul-Aug'2021 the meter no. has been changed as LW253100 and billing has been done on actual basis upto Aug'2021. From Sep'21 to Nov'24 average bills have been served due to defective meter.
3. Again, in the month of Dec'24, meter reading has been updated as "10525" with an updated meter no. WCS02860 and an additional bill of Rs.40643.25 has been raised @10512 units for a period from Aug'21 to Nov'24.
4. But, as per certification made by ESO-III, Barpali in his PVR dated 17-02-2025 that, the meter bearing SI. No. WCS02860 had been on the premises before 2021 and the LW series meters wrongly updated in the database.
5. To justify the date of meter change and bill revision, the respondent was also asked to submit meter change protocol sheet of meter no. WCS02860 but, the same could not be produced before the Forum.
6. Therefore, it is decided by the Forum that, as the date of meter change could not be ascertained, it is wrong to raise additional bill by taking the date of meter change from Aug'21.
7. In the meanwhile, a new meter bearing SI. No. TWST1763457 has been changed on 19-01-2025 in the premises of the complainant.

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. 40643.25 for the period from Aug'21 to Nov'24 is to be withdrawn and bills from Feb'2023 to Jan'2025 are to be revised as per the average of six consecutive billing of new meter as per Section 155 and 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 six month from the date of issue of this order.

Accordingly, the case is disposed of.




(P. Dasbhaya)
Member (Finance)
Grievance Redressal Forum
TPWODL, Bargarh-768028
No. GRF/BGH/ 86(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 19 of 2025.