

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/196/2025					
2	Complainant	Name & Address:		Consumer No:			
		Elever Digital Infrastructure Pvt Ltd.		5150-0111-0462			
		At-Laumunda, Bargarh		Contact No.:			
		Dist-Bargarh		9439692678			
3	Respondent	Name		Division			
Executive Engineer (Elect.), BWED, Bargarh-II TPWODL.			BWED, TPWODL, Bargarh-II.				
4	Date of Application	13.11.2025					
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	25.11.2025					
9	Date of Order	30.12.25					
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:				
	Elever Digital Infrastructure Pvt Ltd. Represented by Soubhagya Ranjan Swain		Executive Engineer (Elect.), BWED, Bargarh-II, Represented by Jayanta Kumar Panigrahi, Dy Manager (Fin), TPWODL				

ORDER



Brief Facts of the Case

The present case has been registered in this forum vide Case No. 196 of 2025. Brief facts pertaining to the case are that the Complainant is a LT- GENERAL PURPOSE < 110 KVA consumer having consumer No. 5150-0111-0462 with contract demand of 6.00 KW under the area of Bargarh West Electrical Division.

That the Complainant has raised objection regarding the bill revision and a debit amount of Rs.18,03,879.40 added in his bill in Jul'2025.

Gist of Arguments made by the Parties

Both the parties were present in the hearing on dated 25-11-2025. The contentions made by the parties are as follows:

1. Submission of the Complainant:

1. That the present complain is being preferred against the arrear imposed on the complainant vide proceedings relating to Consumer No. 515001110462 and the subsequent order dated 30.07.2022 passed by the Learned GRF, Burla in Case No. 140/2022.
2. That the Final Order dated 30.07.2022 passed by your good office is not implemented within appropriate timeline by opposite party as provided in the order with said that directed to revise the average billing for the period 2014 to 2021.
3. That the Complainant had filed a complaint on dated 31.05.2022 under regulation 4(1) of the Orissa Electricity Regulatory Commission (Grievances Redressal Forum and Ombudsman) Regulations, 2004 thereby requesting for the reconciliation of old arrear bill amount and provide revised bill in accordance with CA No.: 515001110462 to the opposite party.
4. That, it is pertinent to mention here that as per the Consumer History filed by the opposite party, the billed unit of the Mobile Tower has been taken as average from the month of December 2009 and the same has been done till July 2014. Further, in the counter reply, the opposite party has submitted before your good office that the billing to the consumer has been made till July, 2014 and again when as directed by your good office to the opposite party to submit a field enquiry report to establish the month of disconnection, the



opposite party reported that the power supply was disconnected from the premise since April, 2014 which is self-contradictory statement. Although the complainant begs to submit here that the Mobile Tower has been non-functional since, Apr'2014, but the complainant has been paying the bills till Mar 2021, which also include the settlement amount for the period of 2014 to 2017 along with other payment need from time to time for this site.

5. That the Complainant had already paid one time settlement amounting of Rs. 79,040 /- in the month of April 2023 which is related to disputed amount of Rs. 88,383/- and the disputed amount was recorded in order dated 30.07.2022.
6. **That, the** Complainant is already paying month wise electricity bills from April 2023 to last billing month.
7. **That** as per your direction, Opposite party to revise the bill of the complainant by taking the arrear as on the date Apr'2014 to Mar'2021 the order state as follows:
 - The Opposite Party is directed to revise the average billing for the period Apr'2014 to May'2021 by recasting an actual average monthly consumption unit basing on the average of six months billings only after reconnection of power supply through a new meter and the fixed cost the LD periods will also take care and levied in the billing of the consumer in accordance to the regulation.
 - The complainant is directed to pay the amount towards electricity bill out of the outstanding amount as per negotiation with the licensee (EE, BWED, Bargarh /SEEC, Bargarh/both) and to be cleared total arrear after settlement of the dispute with revision and serving the revised bill.
 - The Opposite Party is directed to serve the revised energy charges bill with revised due date within 30 days from the receipt of this Order, duly considering the applicable tariff during the period, taking in to account the adjustments, if any, and adjustment for the payments made by the complainant and ensure payment thereof.
 - The Opposite Party is directed to collect the revised bill amount and on non-payment, served the Disconnection Notice to the Complainant as per Indian Electricity Act 2003 under Section 56(1) and disconnect the power supply accordingly.
 - The Complainant is directed to pay the revised billed amount so arrived, if any, within due date after receipt of the revised energy charges bill to avoid disconnecting.



➤ Opposite party is directed at submitting the compliance report to this Forum within seven months from the date of issue of this order as the case may be.

8. That we are an organization doing business of Telecom Service Provider, we share our towers to various Operator and on the basis of their consumption, we bill these Operators based on actual billing month wise.
9. Hence, request your kind consideration of the above facts and review the matter in hand and thereby direct the department not to act/insist upon any further payments in regard to the demand dated 22nd August 2025, bearing no. TPWODL/BWEDII/24(2) to the total amounting of Rs. 1803879.40 and for which act of yours we will remain ever grateful to the forum.

The complainant further submitted the rejoinder on dated 02-12-2025.

1. That, as per GRF Burla order on 30 July 2022 vide Case No 140/2022 for correction of bill with arrear Rs.88.382/- from Apr 2014 to Mar 2021 based on installation of new energy meter by taking 6 months consumption but meter was installed on 18th May 2023.
2. That, Consumption was increased due to addition of new technology of 4G whereas we had consumption of 300 units to 350-units average during the bill revision period.
3. That, Revision made for 3058 Units, 2875 Units, 2966 Units which resulted Rs 1688088/- arrear in the month of July 2025.
4. That, as per the direction of GRF Burla, TPWODL has failed to install new meter on time as well after meter installation necessary bill revision was not done as per the order.
5. That, the revision was made after 2 years where recent consumption was taken into consideration.
6. That, for penalty assessment it was closed by us on 7th Aug 2024.
7. That, we are an organization doing business of Telecom Service Provider, we rent our towers to Network providing Companies like RJIO, Airtel, Vodafone, BSNL, etc., known as Operator Companies. We bill these Operators bpsed on actual Electricity bill month wise.and get the amount recovered.
8. That, in this case we have recovered the amount as per TPWODL billing from Apr-2014 to Mar-2021. We cannot bill the Operators for

the additional billing which is now being imposed by TPWODL for the same period.

9. This will result in a huge financial loss for us. Hence, request your kind consideration of the above facts and take suitable justice for which act of yours we will remain ever grateful to the forum.



2. Reply Submission of the Respondent:

- i. That, the Consumer No. 5150-0111-0462 in the name of M/S WIRELESS TT INFO SERVICES LTD, At-Laumunda, Bijepur, Bargarh had filed before the GRF, Burla in Case No.140/2022 for correction of bill with arrear Rs.88,382/- till November 2021.
- ii. That, the Hon'ble GRF Burla after hearing passed order on dated 30-07-2022 directing to revise the average billing from Apr'2014 to Mar'2021 recasting on actual average monthly consumption units basing on the average of six months billing only after reconnection of power supply through a new meter and the fixed cost to the LD periods will also take care and levied in the billing of the consumer in accordance to the regulation.
- iii. That, as per the directions, New Meter bearing SI No.10017804 installed on dated 18-05-2023 at the consumer premises. While six-month, average consumption was yet to be completed, the consumer on dated 11-04-2023 has applied under OTS on direct transfer/payment to Head Office Account of arrear outstanding Rs.79,040/-. But the above payment was made without information of Division Office, the allowed OTS rebate amount has not been adjusted. The consumer brought the matter of OTS payment to the information of division office subsequent to the GRF Order and in this regard the division office further sought clarification from the GRF,Burla as well as to the competent authority.
- iv. That, the Hon'ble GRF, Burla vide letter no: GRF/TPWODL/Burla/10(3) dated 13-01-2025 clarified that, the consumer has approached to the Hon'ble GRF, Burla for revision of bill and order in this regard has already been issued by the Forum, hence the consumer is not eligible for the OTSS,2022 Scheme. Accordingly, as per direction of Hon'ble GRF, Burla the bills have been revised with additional amount of Rs.18,03,879.40 which was added in the billing month of July'2025.

v. That, it is also relevant that, there was pending unsettled assessment matter in relation to the consumer, which was settled in between compliance of the GRF Order for giving effect as per the provisions of regulation and final assessment amount payment also then made of Rs.1,51,174/- on dtd 07-08-2024 against provisional assessment amount of Rs.2,51,855/- out of the inventory report of SDO, MRT on dtd 23-03-2022.



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 is a LT- GENERAL PURPOSE < 110 KVA consumer having consumer No. 5150-0111-0462 with contract demand of 6.00 KW under the area of Bargarh West Electrical Division.
2. That the Complainant has raised objection regarding the bill revision and a debit amount of Rs.18,03,879.40 added in his bill in Jul'2025.
3. That, as per submission of the complainant the mobile tower was non-functional from Apr'2014 but it is noted by the Forum from the inventory report dated 19-05-2022 that the complainant was availing power supply unauthorizedly from 25KVA transformer. Therefore, the claim made by the complainant regarding non-functionality of tower does not hold good.
4. That, as per submission of the complainant he had already paid one time settlement amounting of Rs. 79040/- in the month of April 2023 which is related to disputed amount of Rs. 88383/- and the disputed amount was recorded in order dated 30.07.2022. But as per OTSS order 2022 declared by Hon'ble OERC under clause 2 (c), it has been clearly mentioned that "If a consumer opts for revision of bill, he can not avail the benefit under the OTS scheme." As the complainant had approached to the Forum for revision of bill and order in this regard has already been issued, the complainant is not eligible for OTSS 2022 scheme.
5. That, regarding the delay in implementation of the GRF order in Case No. 140/2022, the complainant could have gone to Higher Forum as per Regulation. But approaching the same Forum for the same reason is not as per Regulation and not acceptable.

Directions of the forum



After observing the facts and records, the Forum Construed that, as the case has already been heard and order has been issued in Case No. 140/2022, the Forum is constraint to pass any order in respect of the grievance petition of the complainant.

Hence the instant case is hereby dropped.

Accordingly, the case is disposed of.

(D.R.Sahu)
(D.R.Sahu)
Co-opted Member
Co-Opted Member
Grievance Redressal Forum
TPWODL, Bargarh-768028

(P.Dashbaya)
(P.Dashbaya)
Member (Finance)
MEMBER
Grievance Redressal Forum
TPWODL, Bargarh-768028

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

No. GRF/BGH/
243 (3)

Date: *30.12.25*

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: Bhoi nagar, 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 196 of 2025.