

# 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 Debendra Ranjan Sahu ... Co-Opted Member

1	Case No.	<b>BGH/197/2025</b>		
2	Complainant	Name & Address:		Consumer No:
		M/s. Elever Digital Infrastructure Pvt Ltd		5150-0111-0463
		At-Laumunda, Plot No-1033/2053, Dist-Bargarh		Contact No.: 9439692678
3	Respondent	Name		Division
		Executive Engineer (Elect.), BWED,Bargarh-II TPWODL.		BWED-II, TPWODL, Bargarh.
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		30.01.26	
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-II,Bargarh,TPWODL	

PRESIDENT

Grievance Redressal Forum  
TPWODL, Bargarh-768028

## **ORDER**



### **Brief Facts of the Case**

The present case has been registered in this forum vide Case No. 197 of 2025. Brief facts pertaining to the case are that the Complainant is a LT- GENERAL PURPOSE < 110 KVA consumer having consumer No. 5150-0111-0463 with contract demand of 15.00 KW under the area of Bargarh West Electrical Division.

That the Complainant has raised objection regarding the bill served to him for an amount of Rs.14,13,077.49 for the month of May'2018.

### **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, we have availed 3 Phase power supply for this consumer number since June 2009.
2. That we are a regular paying customer. We pay around INR 1.5 Cr. monthly to TPWODL towards Electricity charges based on TPWODL's meter readings.
3. That in this case, power supply was disconnected since May 2018.
4. Whereas provisional billing was done till Mar 2022.
5. As per revision, no meter dump, meter test report shared with us.
6. 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.

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

1. That, as per billing ledger provisional billing was done from Mar 2017 to Apr 2018.
2. As per regulation more than 3 months' provisional billing cannot be done.
3. In the month of May 2018 total 198253 units were billed to us amounting to Rs 1411095/-.
4. Again, provisional billing is done from June 2018 to Jan 2019.
5. Actual bill again done in Feb 2019 for 42652 units.

  
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6. Again, provisional billing is done from Mar 2019 to Mar 2022.
7. As per our previous consumption bill, regularization needs to be done whereas abnormal units of approx. 13000 units per month were added for 1 year period which resulted in huge arrear.



## 2. Reply Submission of the Respondent:

- i. That, as per the available record the consumer M/S VODAFONE ESSAR SPACETEL, At- Batterma, Ghenss, Bargarh has availed power supply since 04 June 2009 under LT- General Purpose for Load 15.00 KW with meter no. WSC31153.
- ii. That, on scrutiny of the billing ledger, it is found that the consumer had been billed on actual meter reading from date of power supply to Feb-17 and then the bill has been prepared on Provisional basis from Mar-17 to Apr-18. After that in May-2018 the bill was generated on actual meter reading of 198253 units and by withdrawal of the previous provisional bill for the period from Mar-17 to Apr-2018, the bill of Rs.14,13,077.49 was served on actual consumption. Further, in view of consumer objection in the matter of above actual bill, in the meanwhile in September 2025 the said bill further has been revised by splitting the actual meter reading of May 2018 to till the date of power supply in June 2009, an amount of Rs. 241707.65 has been withdrawn from the previous bill Rs.14,13,077.49.
- iii. That, the subsequent bill from June-18 and June-19 was prepared on provisional basis and the July-19 bill has been prepared as per actual meter reading with 42652 units for Rs.2,86,645.09 on withdrawal of the previous provisional bills.
- iv. That, again the bills have been prepared on provisional basis till Mar-22 during supply disconnection period which has already been revised by withdrawing an amount of Rs. 1,11,275.08 by taking the meter reading on dtd 04-03-2022 with 375203 KWH.
- v. That, as a document proof, Meter Dump Report and Physical Verification Report of Meter dt. 04.03.2022 has been submitted.

## 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. The Complainant is a LT- GENERAL PURPOSE < 110 KVA consumer having consumer No. 5150-0111-0463 with contract demand of 15.00 KW under the area of Bargarh West Electrical Division.
2. The Complainant has raised objection regarding the bill served to him for an amount of Rs.14,13,077.49 for the month of May'2018.
3. It is noted from the billing that, the complainant has been given power supply on 04-06-2009 with meter Sl. No. WSC31153 and bills on actual meter readings have been served up to Feb'2017 with a monthly average consumption of 1466 units with the FMR of "136372". From Mar'2017 to Apr'2018, provisional bills have been served.
4. The bill for the month of May'2018 has been served with a consumption of 198253 units with the FMR of "331887" with a monthly average consumption of 13217 units (from Mar'2017 to May'2018) which is disputed by the complainant. Again, from Jun'2018 to Jan'2019 bills have been raised on provisional basis and bill for the month of Feb'2019 has been raised @ 42652 units with a monthly average consumption of 4739 units with the FMR of "372896". From Mar'2019 to Mar'2022, provisional bills have been raised and from Apr'2022, no bills have been raised.
5. Again, it is submitted by the complainant that, power supply was disconnected since May'2018, but it is noted by the Forum that bills have been raised till Feb'2019. Further it is noted from the submission of the respondent that the bills have been revised by withdrawing an amount of Rs. 1,11,275.08 by taking the meter reading on 04-03-2022 with 375203 KWH which indicates that the tower was operational for some time even after the last billing in Feb'2019 with the FMR "372896". Therefore, the submission made by the complainant regarding power supply disconnected since May'2018 is not accepted by the Forum.
6. Further, it is submitted by the complainant that no meter dump, meter test report shared with him by the respondent. As per Regulation 147 (iv) of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019 "..... For obtaining dump data, the consumer shall have to pay Rs.100/- in case of LT and Rs.500/- in case of HT, EHT, which may change by an order of the Commission from time to time". But in this instant case, Forum could not find any documents regarding demand of dump report or any receipt thereof.

*B. B.*

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7. It is also noted by the Forum from the dump report submitted by the respondent that the maximum demand has gone up to 49.04 KVA on 09-05-2018 as against the connected load of 15 KW which indicates that the complainant has availed 3 times more load than his connected load, which implies that, high consumption has been done by the complainant.
8. Regarding the provisional billing, it is verbally submitted by the respondent that the owner of the land was not allowing to take meter readings on monthly basis for which no documentary proof is there.
9. Again, regarding the testing of the meter, the respondent submitted the report that, meter is not available at site. Therefore, the meter test report couldn't be submitted.
10. Therefore, this Forum is bound to issue order without any meter test report.

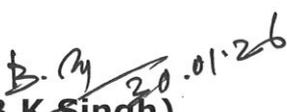
**Directions of the forum**

After observing the facts and records, the Forum Construed that, as the bills have been raised on actual meter readings and the respondent has taken all the steps to revise the bills regarding complain about high consumption by spreading the meter readings from the date of power supply and withdrawing the disconnected period bills, the Forum is constraint to pass any order in respect of the grievance petition of the complainant.

**Hence the instant case is hereby dropped.**

  
**(D.R Sahu)**  
 Co-Opted Member  
 Grievance Redressal Forum  
 TPWODL, Bargarh-768028  
 No. GRF/BGH/ 143

  
**(P. Dasbhaya)**  
 Member (Finance)  
 Grievance Redressal Forum  
 TPWODL, Bargarh-768028

  
**(B.K. Singh)**  
 President  
 Grievance Redressal Forum  
 TPWODL, Bargarh-768028  
 Date: 30.01.26

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 197 of 2025.