

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/20/2025				
2	Complainant	Name & Address:		Consumer No:		
		Balmukund Patel		5124-2204-0228		
		At-Sambalpuri, PO-Ambabhona, Dist-Bargarh		Contact No.: 9938188701		
3	Respondent	Name		Division		
		SDO(Elect.), TPWODL, Bhatli		BED, TPWODL, Bargarh.		
4	Date of Application		12.02.2025			
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		12.02.2025			
9	Date of Order		05.03.2025			
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:			
	Balmukund Patel Represented by Chudamani Patel		SDO(Elect.), TPWODL, Bhatli			

ORDER

Brief Facts of the Case

During the spot hearing at ESO-Bhukta, of Bhatli Electrical Sub-division under Bargarh Electrical Division on 12-02-2025, the complainant appeared before the Forum whereas SDO- Bhatli appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 512422040228 with connected load of 2.50 KW. That the Complainant has raised objection regarding the abnormal consumption bills served to him in Aug'2017. 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 Aug'2017 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 also agreed upon abnormal bills for the month of Aug'2017 and agreed for revision of bills. 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:

- That the complainant has been billed on actual meter readings up to Jun'2017 with a meter reading of "1080" of meter no. 106489 which was installed in Jun'2014. For the month of Aug'2017 abnormal consumption of 79199 units has

been recorded with a meter reading of "80279". However, it is noted by the Forum that from Jun'14 (Month of meter installation) to Aug'17 (39 months) the monthly average consumption is 2058 units (80279/39) which is not justified and should not be considered as "suppress reading".

- In the meanwhile, a new meter bearing Sl. No. WLT254931 has been installed on 05-06-2022 in the premises of the complainant.
- The new meter average was also recorded as 216 units per month (from Jun'22 to Jan'25) which leads the Forum to revise the abnormal bills as per new meter.
- Therefore, it is decided by the Forum that, the abnormal bills and average period bills should be revised.


Directions of the forum

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

- The abnormal/average bills served to the complainant from Aug'2017 to Jul'2019 (Two Years) 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 one month from the date of issue of this order.

Accordingly, the case is disposed of.


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

No. GRF/BGH/ 37(2)


(B.K. Singh) 5/3/25
President
Grievance Redressal Forum
TPWODL, Bargarh-768028

Date: 05.03.25

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: 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 20 of 2025.