

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/22/2025				
2	Complainant	Name & Address:		Consumer No:		
		Manu Sahu		5150-0105-0728		
		At-Bijepur, Sahipali Road, Dist-Bargarh		Contact No.: 9861559151		
3	Respondent	Name		Division		
		Executive Engineer(Elect.), BWED, Bargarh TPWODL		BWED, TPWODL, Bargarh.		
4	Date of Application	13.02.2025				
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	13.02.2025				
9	Date of Order	15.04.2025				
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:			
	Manu Sahu Represented by Ashok Sahu		SDO(Elect.), TPWODL, Sohela			

ORDER



Brief Facts of the Case

During the spot hearing at ESO-I Bijepur of Sohela Electrical Sub-division under Bargarh West Electrical Division on 13-02-2025, the complainant appeared before the Forum whereas SDO- Sohela appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-Industrial(S) Supply <22 KVA consumer having consumer No. 515001050728 with connected load of 10.00 HP. That the Complainant has raised objection regarding the abnormal consumption bills served to him for the month of Mar'2022 and Apr'2022. 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 Mar'2022 and Apr'2022 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'2002 to Jan'2025 and PVR dated 04-01-2025 mentioning the meter reading as "15421" of meter no. 10013036.
- ii. The respondent also agreed upon 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

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PRESIDENT

**Grievance Redressal Forum
TPWODL, Bargarh-768028**

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 readings up to Feb'2022 with a meter reading of "11040" of meter no. 2972132 with a monthly average consumption of 978 units (average from Mar'2021 to Feb'2022). For the month of Mar'2022 and Apr'2022, bill of 3124 units and 2798 units have been served respectively on actual meter readings basis, which is disputed by the complainant.
2. After complain made by the consumer, the meter was submitted to the meter testing laboratory but the meter was missed.
3. In the meanwhile, a new smart meter bearing Sl. No. 10013036 has been installed on 18-10-2022 in the premises of the complainant.
4. The new meter average was also recorded as 688 units per month (from Oct'22 to Oct'23) which leads the Forum to assume the meter as defective and revise the abnormal bills as per new meter average consumption.
5. Therefore, it is decided by the Forum that, provisional bills served to the complainant from Mar'22 to Sep'22 should be revised.


Directions of the forum

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

- The abnormal bills served to the complainant from Mar'22 to Sep'22 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. Dasbhaya)
MEMBER
Grievance Redressal Forum
TPWODL, Bargarh-768028


(B.K. Singh) 15/4/25
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

No. GRF/BGH/ 51⁽²⁾



Date: 15.04.2025

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 22 of 2025.