

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/24/2025			
2	Complainant	Name & Address:		Consumer No:	
		Arati Joshi		5153-0201-0622	
		At/Po-Bijepur, In Front of Agriculture Office,		Contact No.:	
		Dist-Bargarh		9437623253	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Sohela		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		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:		
	Arati Joshi		SDO(Elect.), TPWODL, Sohela		

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PRESIDENT
 Grievance Redressal Forum
 TPWODL, Bargarh-768028

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- Domestic consumer having consumer No. 515302010622 with connected load of 2.00 KW. That the Complainant has raised objection regarding two numbers bill served to him for single connection. He requested for withdrawal 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, he is getting two numbers bill with two different consumer no. for his single connection. He also submits that he had applied for two connections but initially a single connection was given.
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 Jan'2023 to Jan'2025 and PVR dated 13-02-2025 mentioning the meter reading as "2536" of meter no. TPWODL1076943 with a remark "Two nos. bill generated with single power supply with same meter no. LW237454 among two consumer no. 515302010593 and 515302010622. Actual date of power supply of consumer no. 515302010622 is 24-08-2023".
- ii. The respondent also agreed upon revision of bills. However, the respondent requested the Forum to take appropriate decision as necessary.


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Grievance Redressal Forum
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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 has applied for two numbers connection but one connection was released on 16-06-2021 with consumer no. 5153-0201-0593 in the name of Arati Joshi having meter no. LW237454.
2. But another bill was generated on the same date 16-06-2021 with consumer no. 5153-0201-0622 in the same name of Arati Joshi having same meter no. LW237454 and provisional bills have been served from date of power supply to Jul'2023.
3. It is also certified by SDO Sohela that the actual date of power supply to consumer no. 5153-0201-0622 is 24-08-2023 with installation of a new meter bearing Sl. No. TPWODL1076943
4. Therefore, it is decided by the Forum that, provisional bills served to the complainant from date of power supply to Jul'23 should be withdrawn.

Directions of the forum

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

- The bills from Date of power supply to Jul'23 are to be withdrawn as per Section 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.



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Accordingly, the case is disposed of.


(P. Das Bha)
Grid Member (Finance)
TPWODL, Bargarh-768028
No. GRF/BGH/ 23(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 24 of 2025.