

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/27/2025 | | | | |
| 2 | Complainant | Name & Address: | | Consumer No: | | |
| | | Prakash Sahu | | 5150-0103-7392 | | |
| | | At-Bhatbida, Lebdi, Sohela | | Contact No.: | | |
| | | Dist-Bargarh | | 8018436317 | | |
| 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 | | 28.04.2025 | | | |
| 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: | | | |
| | Prakash Sahu | | SDO(Elect.), TPWODL, Sohela | | | |

B.K.

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-IRRIGATION PUMPING AND AGRICULTURE consumer having consumer No. 515001037392 with connected load of 2.50 KW. That the Complainant has raised objection regarding the abnormal consumption bills served to him and wrong billing in HT category tariff instead of LT category tariff. 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

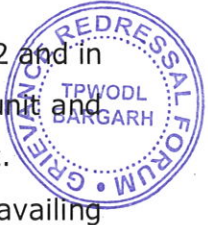
Both parties were present in the hearing. The contentions made by the parties are as follows:

1. Submission of the Complainant:

1. The complainant submits that, abnormal consumption bills served to him and wrong billing in HT category tariff instead of LT category tariff resulted to accumulation of arrear.
2. He further submits that; he had made verbal complaint to the respondent about the erroneous bill.
3. He also requested the Forum to revise the bills.

2. Reply Submission of the Respondent:

- i. That, the consumer has been availing power supply since 12-07-2014 under HT- IRRIGATION PUMPING AND AGRICULTURE category for load of 2.50 KW with meter no. 8104562. Presently the consumer is availing power supply through another meter i.e. 10043879 which was installed on 07-10-2023.
- ii. That, on scrutiny of billing ledger, it has been found that the consumer has been billed as per HT tariff from date of power supply to Mar'2024 and tariff was changed from HT to LT in the billing month of Apr'2024.

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- iii. Again, provisional billing has been done from Sep'2018 to Sep'2022 and in the billing month of Oct'2022 actual billing was done for 525708 unit and an amount of 708662.38 by adjusting all provisional billed amount.
 - iv. That, as per PVR submitted by ESO Bijepur, 3 nos. consumer are availing power supply through the meter of the complainant.
 - v. 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 relevant documents, FG and Samadhan database (Licensee's soft records) and provisions of law have concluded as follows:

1. That the complainant is availing power supply since 12-07-2014 under HT-IRRIGATION PUMPING AND AGRICULTURE tariff.
2. As per submission of respondent and PVR submitted by ESO-I Bijepur, there are three other consumers namely Jita Sahu, consumer no. 515001037611, date of power supply 25-03-2015, Pradip Sahu, consumer no. 515001038008, date of power supply 15-11-2016 and Antaryami Behera, consumer no. 515001038009, date of power supply 15-11-2016 are availing power supply through the meter of the complainant.
3. It is noted by the Forum that all the three consumers were availing power supply without meter and provisional/average billing was being served to these consumers.
4. It is also noted by the Forum that the tariff has been changed from HT to LT from Apr'2024. Again, as the meter of the complainant was recording consumption of total 4 consumers wherein 3 consumers were without meter, the Forum is of the view that, the meters of the complainant can not be considered as billing meter from the date of occurrence i.e. 25-03-2015, the date of supply to another consumer no. 515001037611 through the meter of the complainant.
5. In the meanwhile, as per PVR submitted by the respondent, new meters have been installed in Mar'2024 and Apr'2024 in the premises of other three consumers and all the connections have been rectified by giving them separate supply from the transformer.

6. Therefore, it is decided by the Forum that, the bills served to the complainant should be revised.




Directions of the forum

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

- The bills served to the complainant from the date of occurrence to date of rectification of supply are to be revised as per the average of six consecutive billing of new meter from May'2025 to Oct'2025 (i.e. after rectification of the connections of other three consumers) 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 30-11-2025.

Accordingly, the case is disposed of.


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


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

No. GRF/BGH/ 58⁽²⁾

Date: 28.04.2025

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 27 of 2025.