

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/31/2025				
2	Complainant	Name & Address:		Consumer No:		
		Usharani Pasayat		5122-2510-0928		
		At-Janhapada, Atabira, Dist-Bargarh		Contact No.: 9778666418		
3	Respondent	Name		Division		
		SDO(Elect.), TPWODL, Atabira		BED, TPWODL, Bargarh.		
4	Date of Application		25.02.2025			
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		13.03.2025			
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:			
	Usharani Pasayat		SDO(Elect.), TPWODL, Atabira			

B.K.

PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the hearing at Attabira Electrical Sub-division under Bargarh Electrical Division on 13-03-2025, the complainant appeared before the Forum whereas SDO- Attabira appeared as respondent before the Forum.

Brief facts pertaining to the case are that, the Complainant is a LT- Domestic consumer having consumer No. 512225100928 with connected load of 0.11 KW. That the Complainant has raised objection regarding the wrong bills served to him from Dec'20 to Nov'21 during the period in which no power connection has been given to him and also complained regarding abnormal bill for the month of Jan'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, wrong bills served to him from Dec'20 to Nov'21 during the period in which no power connection has been given to him and also complained regarding abnormal bill in the month of Jan'2022 due to which resulted in 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 Jun'2021 to Feb'2025 and a PVR dated 07-04-2025 mentioning the meter reading as "2169" KWH of meter no. TPWODL1100707.
- ii. The respondent also agreed upon wrong power supply date and agreed for revision of bills. However, the respondent requested the Forum to take appropriate decision as necessary.

B.3

PRESIDENT

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

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 power supply was given to the complainant on 03-12-2020 (As per FG database). That the complainant has been billed on provisional basis from Dec'2020 to Dec'2021.
- As per submission made by the respondent, the actual date of power supply is 03-12-2021 but wrongly billing has been done from Dec'2020.
- It is noted by the Forum that, a bill of "1891" units has been served on actual meter reading basis in Jan'2022. Again, the meter has been declared defective with the same meter reading of "1891" and provisional/average bills have been served to the complainant from Feb'2022 to Sep'2022 which leads the Forum to doubt the meter reading of "1891" as actual.
- Later on, the provisional/average bills from Feb'2022 to Sep'2022 have been revised, but the bills for no connection period and bill for the month of Jan'2022 has not been revised.
- Therefore, it is decided by the Forum that, the bills for no connection period and bill for the month of Jan'2022 should be revised.

Directions of the forum

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


- As there was no supply available at the complainant's premises from Dec'2020 to Nov'2021, the bills from Dec'2020 to Nov'2021 are to be withdrawn as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- The bill served to the complainant for the month of Jan'2022 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.

PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028




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

No. GRF/BGH/

52(2)


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

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 31 of 2025.