

# 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

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President

Sri Pulakesh Dasbhaya

...

Member (Finance)

1	Case No.	<b>BGH/34/2025</b>				
2	Complainant	Name & Address:		Consumer No:		
		Sebashree Nayak		5153-0101-0691		
		At-Madhab Nagar, Sohela		Contact No.:		
		Dist-Bargarh		8637223454		
3	Respondent	Name		Division		
		SDO(Elect.), TPWODL, Sohela		BWED, TPWODL, Bargarh.		
4	Date of Application	12.03.2025				
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	12.03.2025				
9	Date of Order	21.03.2025				
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:			
	Sebashree Nayak		SDO(Elect.), TPWODL, Sohela			
	Represented by Pradeep Nayak					

B.K.

PRESIDENT

Grievance Redressal Forum  
TPWODL, Bargarh-768028



## **ORDER**

### **Brief Facts of the Case**

During the spot hearing at Sohela Electrical Sub-division under Bargarh West Electrical Division camp on 12-03-2025, 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. 515301010691 with connected load of 1.00 KW. That the Complainant has raised objection regarding the wrong bill served to him for the month of Aug'2023. 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 bill served to him for the month of Aug'2023 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 Nov'2019 to Jan'2025 and a PVR dated 17-03-2025 mentioning the meter reading as "8041" KWH of meter no. LW280605 with a written submission of SDO Sohela received on 19-03-2025.
- ii. The respondent also agreed upon bill revision done in Aug'2023 bill and an amount of Rs.23058.01 has been added due to delay meter updation 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 and provisions of law have concluded as follows:

- That the complainant has been billed on actual meter readings up to Dec'2021 with a meter reading of "2501" of meter no. 433959 with a monthly average consumption of 45 units (average from May'2017 i.e. month of power supply to Dec'2021). From Jan'2022 to Jul'2023 provisional/average bills have been served.
- In the meanwhile, a new meter bearing Sl. No. LW280605 has been installed on 15-09-2022 (As per FG database) in the premises of the complainant but updated in Aug'2023 with a meter reading of "5363" and an amount of Rs. 23058.01 has been added in the bill for a differential unit of 4010 units for a period from Sep'2022 to Jul'2023 with a monthly average of 365 units.
- It is also noted by the Forum that the new meter bearing Sl. No. LW280605 average has been recorded as 158 units per month (From Sep'23 to Jan'25) which leads the Forum to reconsider the bill revision done @ 365 units per month for the period from Sep'2022 to Jul'2023.
- To justify the date of meter change and bill revision, the respondent was also asked to submit meter change protocol sheet of meter no. LW280605 but, the same could not be produced before the Forum.
- Therefore, it is decided by the Forum that, the bill revision done by the respondent for the period from Sep'2022 to Jul'2023 should be revised.

## **Directions of the forum**


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

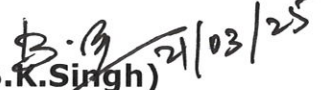
- As the date of meter change could not be confirmed, the bill revision done by the respondent for an amount of Rs. 23,058.01 for the period from Sep'2022 to Jul'2023 is to be withdrawn and energy bills for the same period are to be revised as per the average consumption of meter no. LW280605 as mentioned above @ 158 units per month 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.

Accordingly, the case is disposed of.

  
(P. Dasbhaya)  
Member (Finance)  
Grievance Redressal Forum  
TPWODL, Bargarh-768028  
No. GRF/BGH/ 41<sup>(2)</sup>

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

Date: 21.03.2025

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](http://www.tpwesternodisha.com)- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 34 of 2025.