

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

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Member (Finance)

1	Case No.	BGH/35/2025			
2	Complainant	Name & Address:		Consumer No:	
		Sudam Padhan		5153-0103-0533	
		At-Hospital Road, Sohela		Contact No.:	
		Dist-Bargarh, 768033		8917649242	
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:		
	Sudam Padhan		SDO(Elect.), TPWODL, Sohela		



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. 515301030533 with connected load of 3.00 KW. That the Complainant has raised objection regarding the wrong bill served to him for the month of Apr'2013. 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 Apr'2013 due to which 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 May'2012 to Feb'2025 and a PVR dated 17-03-2025 mentioning the meter reading as "6396" KWH of meter no. LW009107 with a written submission of SDO Sohela received on 19-03-2025.
- ii. The respondent also agreed upon bill revision done in Apr'2013 bill and an amount of Rs.19529.50 has been added in the bill but could not produce any document regarding the reason for bill revision. 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 power supply was given to the complainant on 23-05-2012. That the complainant has been billed on actual meter readings up to Feb'2013 with a meter reading of "440" of meter no. 2631 with a monthly average consumption of 44 units (average from May'2012 i.e. month of power supply to Feb'2013). For the month of Mar'2013 provisional bill has been served.
- In the month of Apr'2013 an amount of Rs.19529.50 has been added in the bill. As per complainant submission, he is unaware of the revision and complained so many times to the respondents for the same.
- The respondent was asked to submit documents regarding reason of bill revision but neither any documents nor any satisfactory submission was furnished by the respondents.
- It is also noted by the Forum that, as the bills have been prepared on actual meter readings and only one year had been passed since power supply, there is no point of bill revision, it is also noted that the consumption pattern of the complainant has not been changed after bill revision.
- It was also asked regarding vigilance checking, but denied by the complainant.
- Therefore, it is decided by the Forum that, the bill revision done by the respondent is a clerical mistake and should be withdrawn.

Directions of the forum

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


- As the reason of bill revision is not known, it is assumed by the Forum that the bill revision is a clerical mistake therefore, the bill revision done by the respondent for an amount of Rs. 19,529.50 is 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.

Accordingly, the case is disposed of.


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


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

No. GRF/BGH/ 42(2)

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- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 35 of 2025.