

# 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.	<b>BGH/36/2025</b>				
2	Complainant	Name & Address:		Consumer No:		
		Nirmal Sahu		5124-2107-1094		
		At/Po-Halupali, Bhatli		Contact No.:		
		Dist-Bargarh		9777658057		
3	Respondent	Name		Division		
		SDO(Elect.), TPWODL, Bhatli		BED, TPWODL, Bargarh.		
4	Date of Application		17.03.2025			
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		17.03.2025			
9	Date of Order		27. 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:			
	Nirmal Sahu		SDO(Elect.), TPWODL, Bhatli			

## **ORDER**



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

During the spot hearing at ESO-Bhatli of Bhatli Electrical Sub-division under Bargarh Electrical Division camp on 17-03-2025, the complainant appeared before the Forum whereas SDO- Bhatli appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 512421071094 with connected load of 0.50 KW. That the Complainant has raised objection regarding the abnormal consumption bills served to him for the month of Jan'2021. 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, high consumption bills have been served to him for the month of Jan'2021 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 also agreed upon abnormal bill for the month of Jan'2021 and provisional/average billing from Jul'21 to Feb'22 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, FG and Samadhan database (Licensee's soft records) and provisions of law have concluded as follows:



- That the complainant has been given power supply on 28-10-2018 with installation of a new meter bearing Sl. No. 386208 but provisional bills have been served up to Dec'2020. For the month of Jan'21 consumption of 13850 units has been recorded with a meter reading of "13851". Again, provisional bills have been served up to Feb'22 except for the month of Mar'21, Apr'21 and Jun'21 with a consumption of 7 units, 2 units and 8 units respectively.
- In the meanwhile, a new meter bearing Sl. No. TPWODL1029155 has been installed on 30-03-2022 in the premises of the complainant after meter was declared defective.
- While comparing the consumption pattern of both the meter, the old meter bearing Sl. No. 386208 having a consumption of 495 units per month (13851/28, from Oct'18 to Jan'21) whereas the new meter average has been recorded as 35 units per month (from Apr'22 to Feb'25) which leads the Forum to revise the old meter bills as per new meter.
- Therefore, it is decided by the Forum that, the abnormal bills and average period bills should be revised.


### **Directions of the forum**

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

- The abnormal / provisional / average bills served to the complainant with meter no. 386208 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.

**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.

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





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

No. GRF/BGH/ 45(2)

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

Date: 27.03.2025

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 36 of 2025.