

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.	BGH/39/2025				
2	Complainant	Name & Address:		Consumer No:		
		Rabindra Chhand		5125-2205-0726		
		At/Po-Lupursingha, Block-Bheden		Contact No.:		
		Dist-Bargarh		8327736651		
3	Respondent	Name		Division		
		SDO(Elect.), TPWODL, Bheden		BED, TPWODL, Bargarh.		
4	Date of Application		19.03.2025			
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				
8	Date(s) of Hearing		19.03.2025			
9	Date of Order		16.04.2025			
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:			
	Rabindra Chhand		SDO(Elect.), TPWODL, Bheden			

B.K.

PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing at Bheden Electrical Sub-division under Bargarh Electrical Division camp on 19-03-2025, the complainant appeared before the Forum, whereas SDO- Bheden appeared as respondent before the Forum. Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 512522050726 with connected load of 1.00 KW. That the Complainant has raised objection regarding the wrong bill served to him for the month of Jun'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 Jun'2023 due to which 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. The respondent submitted the billing abstract from Feb'2021 to Feb'2025 and a PVR dated 09-04-2025 mentioning the meter reading as "7228" KWH of meter no. 300021987 with a written submission of SDO Bheden received on 15-04-2025.
- ii. The respondent also agreed upon high consumption bill @ 3653 units done in Jun'2023 with a meter reading of "4280". 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 15-12-2019. That the complainant has been billed on provisional basis from date of power supply till May'2023 except Jun'2021.
- In the month of Jun'2023 bill @ 3653 units done with a new meter having a reading of "4280". According to the ledger and submission by the respondent, a new meter was changed on 12-07-2022 but updated in the billing in Jun'2023 with a meter reading of "4280".
- It is also noted that, bill revision from Jun'2022 to May'2023 has been done for delay meter updation and an amount of Rs.1057.80 has been deducted from the bill.
- To justify the date of meter change, the respondent was also asked to submit meter change protocol sheet of meter no. 300021987 but, the same could not be produced before the Forum.
- It is also noted by the Forum that, from Jul'2022 to Jun'2023 the average consumption per month is 357 units by taking the reading of "4280", while the monthly average consumption from Jul'2023 to Jun'2024 is 145 units which leads the Forum to revise the bill.
- Therefore, it is decided by the Forum that, the bill revision done by the respondent for the period from Jun'2022 to May'2023 should be withdrawn and the bill for the month of Jun'2023 is to 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 from Jun'2022 to May'2023 is to be withdrawn and bill revision for the month of Jun'2023 is to be revised as per the average of six consecutive billing of new meter (From Jul'2023 to Dec'2023) 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.


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


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

No. GRF/BGH/ 53(2)

Date: 16.04.2025

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 39 of 2025.