

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/41/2025				
2	Complainant	Name & Address:		Consumer No:		
		Kailash Chandra Sahu		5152-1606-0291		
		Bheunria, Padampur		Contact No.:		
		Dist-Bargarh		9777309491		
3	Respondent	Name		Division		
		SDO(Elect.), TPWODL, Padampur		BWED, TPWODL, Bargarh.		
4	Date of Application	20.03.2025				
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	20.03.2025				
9	Date of Order	28.03.2025				
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:			
	Kailash Sahu		SDO(Elect.), TPWODL, Padampur			

PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing at ESO-Padampur of Padampur Electrical Sub-division under Bargarh West Electrical Division camp on 20-03-2025, the complainant appeared before the Forum whereas SDO- Padampur appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 515216060291 with connected load of 1.00 KW. That the Complainant has raised objection regarding the abnormal consumption bills served to him from Oct'24 to Dec'24. 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 from Oct'24 to Dec'24 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/average bills from Oct'24 to Dec'24 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 billed on actual meter readings up to Sep'2024 with a meter reading of "12022" of meter no. 17279 with a monthly average consumption of 125 units (average from Oct'2016 to Sep'2024). For the month of Oct'24, bill of 768 units have been served with a meter reading of "12790" which is disputed by the complainant. Again, it is noted that, just after that, the meter has been declared defective and average bill has been served for the month of Nov'24.
- In the meanwhile, a new meter bearing Sl. No. TWST1772199 has been installed on 22-12-2024 in the premises of the complainant after old meter was declared defective.
- The new meter average was also recorded as 56 units per month (from 22-12-2024 to 06-03-2025) which leads the Forum to revise the abnormal bills as per new meter.
- Therefore, it is decided by the Forum that, the abnormal bills and average period bills should be revised.
- It is also noted that, after meter change the billing for the month of Dec'2024 has been done @184 units taking the higher average units of previous billing despite the meter reading of the new meter has been recorded as "12", which also needs revision.

Directions of the forum


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

- The abnormal/average bills served to the complainant from Oct'2024 to Dec'2024 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 31.07.2025.

Accordingly, the case is disposed of.

PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028


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




(B.K. Singh) 28/03/25
President
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

No. GRF/BGH/ 47⁽²⁾

Date: 28.03.2025.

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 41 of 2025.