

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)
Sri Debendra Ranjan Sahu	...	Co-Opted Member

1	Case No.	BGH/47/2025			
2	Complainant	Name & Address:		Consumer No:	
		Aryan Jindal		5154-1106-0415	
		Jindal Cloth Store, In front of Durga Mandap, Paikmal. Dist-Bargarh		Contact No.: 9777370977	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Paikmal		BWED, TPWODL, Bargarh.	
4	Date of Application	08.04.2025			
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	08.04.2025			
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:		
	Aryan Jindal Represented by Ashok Agrawal		SDO(Elect.), TPWODL, Paikmal		


PRESIDENT
 Grievance Redressal Forum
 TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing at Paikmal Electrical Sub-division under Bargarh West Electrical Division camp on 08-04-2025, the complainant appeared before the Forum whereas SDO- Paikmal appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 515411060415 with connected load of 1.00 KW. That the Complainant has raised objection regarding the high consumption bill served to him for the month of Feb'25. He requested for revision of bills and mentioned 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 bill served to him for the month of Feb'25 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 Apr'2017 to Feb'2025 and a PVR dated 08-04-2025 mentioning the meter reading as "13656" KWH of meter no. LW675983.
- ii. The respondent also agreed upon high consumption bill served to him for the month of Feb'25 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 Nov'2017 with meter Sl. No. WSC01673. From Dec'2017 to Nov'2020 provisional/average bills have been served to the complainant.
- From Dec'2020 to Jan'2025, no bills have been generated showing the supply as disconnected.
- In the meanwhile, a new meter bearing Sl. No. LW675983 has been installed on 01-02-2021 in the premises of the complainant but updated in billing database in Feb'2025 with a meter reading of "13658" which resulted to billing of 13658 units in Feb'2025.
- As per submission made by the respondent, the power supply has been reconnected on 03-02-2021 but wrongly not updated in billing.
- Therefore, it is decided by the Forum that, the bills from Feb'21 to Feb'25 should be revised.


Directions of the forum

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

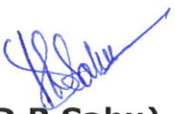
- The bills from Feb'21 to Feb'25 are to be revised by taking the IMR as "0" and FMR as "13658" as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Any adjustments done during the revision period are also to be taken in to consideration.
- 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)
MEMBER

Grievance Redressal Forum
TPWODL, Bargarh-768028


(D.R. Sahu)
Co-Opted Member
Co-opted Member
Grievance Redressal Forum
TPWODL, Bargarh-768028


(B.K. Singh) 16/4/25
President
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028
Page 3 of 4

No. GRF/BGH/ 55(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 47 of 2025.