

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/51/2025				
2	Complainant	Name & Address:		Consumer No:		
		Patari Sahu		5153-0216-0533		
		At-Katapali, Bijepur		Contact No.:		
		Dist-Bargarh		8144 219035		
3	Respondent	Name		Division		
		SDO(Elect.), TPWODL, Sohela		BWED, TPWODL, Bargarh.		
4	Date of Application		16.04.2025			
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				42, 140, 155 & 157
8	Date(s) of Hearing		16.04.2025			
9	Date of Order		30.04.2025			
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:			
	Patari Sahu		SDO(Elect.), TPWODL, Sohela			

ORDER



Brief Facts of the Case

During the spot hearing at Bijepur Electrical Section of Sohela Sub-division under Bargarh West Electrical Division on 16-04-2025, 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. 515302160533 with connected load of 1.00 KW. That the Complainant has raised objection regarding the wrong bills served to him due to wrong meter change. 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 bill has been served to him due to wrong meter change 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 produced the billing abstract from Apr'2021 to Mar'2025 and a PVR dated 16-04-2025 mentioning the meter reading as "13162" KWH of meter no. LW237815.
- ii. The respondent also agreed upon wrong meter change 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:

1. That the complainant has been billed on actual meter readings up to Jun'2024 with a meter reading of "13069" of meter no. LW237815.
2. It is further noted and submitted by the respondent that, a wrong meter change has been entered in billing with meter SI. No. TWST1756667 in Jul'2024 and wrong billing has been done up to Mar'2025 on the basis of AMR.
3. Therefore, it is decided by the Forum that, the bills from Jul'2024 should be revised.




Directions of the forum


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

- The correct Meter No. is to be updated in the billing immediately.
- The bills from Jul'2024 to the date of updation of correct meter in the billing are to be revised taking the IMR as "13069" and FMR as available till date of updation of correct meter in the billing 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.


(D.R. Sahu)
Co-opted Member
Grievance Redressal Forum
TPWODL, Bargarh-768028
No. GRF/BGH/
622


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


(B.K. Singh)
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 30.04.2025

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 51 of 2025.