

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, BARGARH

First Floor, Raymond Building, Bandutikra Chowk, Bargarh-768028

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Present:

Sri B.K.Singh	...	President
Sri Pulakesh Dasbhaya	...	Member (Finance)
Sri D.R. Sahu	...	Co-Opted Member

1	Case No.	BGH/60/2025			
2	Complainant	Name & Address:		Consumer No:	
		Basantram Sahu, At-Sarasmal, PO-Kumir Jharbandh, Dist-Bargarh		5150-0103-6510	
				Contact No.: 8457032911	
3	Respondent	Name SDO(Elect.), TPWODL, Paikmal		Division BWED, TPWODL, Bargarh.	
4	Date of Application	08.05.2025			
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	08.05.2025			
9	Date of Order	19.05.2025			
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:		
	Basantram Sahu Represented by Purusottam Sahu		SDO(Elect.), TPWODL, Paikmal		

ORDER



Brief Facts of the Case

During the spot hearing at Jharbandh Electrical Section of Paikmal Sub-division under Bargarh West Electrical Division on 08-05-2025, 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-IRRIGATION PUMPING AND AGRICULTURE consumer having consumer No. 515001036510 with connected load of 2.50 KW. That the Complainant has raised objection regarding the Provisional bill @11178 units served to him for the month of Feb'2025. 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, Provisional bill @11178 units has been served to him for the month of Feb'2025 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 submitted the PVR dated 08-05-2025 mentioning that the supply was reconnected on 26-03-2025 and after reconnection the energy bill was generated on Average basis for "11178" bill units.
- ii. The respondent also agreed upon high provisional bill for the month of Feb'2025 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 given power supply on 12-12-2010. As per submission made by the respondent the power supply of the

complainant was disconnected from Apr'2019 but average bills have been generated up to Apr'2022 due to delay updation of disconnection in billing database.



2. It is further noted that from May'2022 to Jan'2025 no bills have been generated. After reconnection on 26-03-2025, the reconnection data was updated and bill for the month of Feb'2025 was generated, but bill was generated on average basis @11178 units for 34 months by wrongly taking the unbilled disconnection period from May'2022 to Jan'2025.
3. It is also noted that a bill revision has been done by the respondent by withdrawing the disconnection period bills from Apr'2019 to Apr'2022.
4. In the meanwhile, a new meter bearing Sl. No. TWSC59028616 has been installed in the premises of the complainant on 27-03-2025 and bills from Mar'2025 has been generated on actual meter reading basis.
5. Therefore, it is decided by the Forum that, the bill for the month of Feb'2025 should be withdrawn.


Directions of the forum


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


- The bill for the month of Feb'2025 is to be withdrawn 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/ 73(2)


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


(B. K. Singh)
President
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 19.05.2025

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 60 of 2025.