

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 D.R. Sahu	...	Co-Opted Member

1	Case No.	BGH/63/2025			
2	Complainant	Name & Address:		Consumer No:	
		M/s. Koshal Resorts and Hospitality PVT.Ltd		5120-0111-2011	
		At-Dhorukusum, PO-Pahadsirgida		Contact No.:	
		Atabira, Dist-Bargarh		7008812223	
3	Respondent	Name		Division	
Executive Engineer (Elect.), BED, Bargarh TPWODL		BED, TPWODL, Bargarh.			
4	Date of Application		09.05.2025		
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			
8	Date(s) of Hearing		09.05.2025		
9	Date of Order		24.06.2025		
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:		
	M/s. Koshal Resorts and Hospitality PVT.Ltd Represented by B.Satya		SDO(Elect.), TPWODL, Atabira		

ORDER



Brief Facts of the Case

During the spot hearing at ESO-I Attabira of Attabira Electrical Sub-division under Bargarh Electrical Division on 09-05-2025, the complainant appeared before the Forum whereas SDO- Attabira appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- General Purpose < 110 KVA consumer having consumer No. 512001112011 with connected load of 18.00 KW. That the Complainant has raised objection regarding the abnormal consumption bills served to him for the month of Feb'25. 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 for the month of Feb'25 due to which high billings have been done 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 consumer namely M/s. Koshal Resorts and Hospitality Pvt. Ltd. Of Dhorukusum, Attabira is a consumer bearing No. 512001112011 under LT- General Purpose < 110 KVA and availing power supply for a contract demand of 18.00 KW.
- ii. The consumer has complained regarding abnormal billing for 8363 KWH to the tune of Rs.65980.00.
- iii. After due analysis of billing data the Opposite Party submitted that, the consumer has been availing power supply w.e.f 16.10.24 with due observation of official formalities and installation of meter.

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- iv. Bills for the period 10/24 to 01/25 have been raised for '0' unit. After observation of such abnormal consumption i.e. '0' for continuous 4 months the MMG team, after due verification declared the same as defective and a new meter was installed on 17.03.25 and the bill for the month of Feb'25 processed on 18.03.25.
- v. The bill for the month of Feb'25 has been raised for 8363 KWH (Calculating total consumption on Avg. basis) amounting Rs.65980.00.
- vi. On receipt of complaint in the Camp, the Opposite Party has taken all possible steps to get the meter tested to retrieve the data of consumption against each parameter.
- vii. As reported by the Meter Testing Lab, TPWODL, Burla the meter is not functioning and need to be sent to the OEM for retrieving the data. The testing report is submitted by the Opposite Party.
- viii. The Opposite Party submitted that, further action towards revision of bill can be taken up only after receipt of meter testing report.

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 given power supply on 16-10-2024 with installation of a new meter bearing Sl. No. TWSC59017902. It is noted that from Oct'24 to Jan'25, no advance meter reading has been recorded and has been billed with "0" unit consumption.
- After testing of the meter, the respondent found the meter was not functioning and no data could be downloaded. The meter testing laboratory has recommended to send the meter to the OEM for data retrieval.
- In the meanwhile, a new meter bearing Sl. No. TWSC10088665 has been installed on 17-03-2025 in the premises of the complainant.
- It is also noted that, after meter change the billing for the month of Feb'2025 has been done @8363 units without any base despite the meter reading of the new meter has been recorded as "2", which also needs revision.
- The respondent has mentioned that, further action towards revision of bill can be taken up only after receipt of meter testing report.
- The Forum is of the view that, bill revision as per Section 155 and 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code,

2019, which needs six months average consumption, the respondent has another 3 months to get the six months average consumption of new meter. Therefore, the respondent has 3 months time to retrieve the actual data from the meter bearing Sl. No. TWSC59017902.




Directions of the forum


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


- The bills served to the complainant from Oct'24 to Feb'25 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 in case of Non availability of actual data of meter bearing Sl. No. TWSC59017902 after 3 months.
- 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 31-10-2025.

Accordingly, the case is disposed of.


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


(P. Das)
MEMBER
Grievance Redressal Forum
TPWODL, Bargarh-768028


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

No. GRF/BGH/

79(2)

Date:

24.06.25

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: Bhoynagar, 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 63 of 2025.