

# 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.	<b>BGH/64/2025</b>				
2	Complainant	Name & Address:		Consumer No:		
		Dhanapati Meher		5153-0319-0110		
		At-Kuchipali, Sohela		Contact No.:		
		Dist-Bargarh		9937605176		
3	Respondent	Name		Division		
		SDO(Elect.), TPWODL, Sohela		BWED, TPWODL, Bargarh.		
4	Date of Application		22.05.2025			
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				155 & 157
8	Date(s) of Hearing		22.05.2025			
9	Date of Order		11.06.2025			
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:			
	Dhanapati Meher Represented by Dayanidhi Meher		SDO(Elect.), TPWODL, Sohela			

## **ORDER**



### **Brief Facts of the Case**

During the spot hearing at ESO-Ghenss of Sohela Electrical Sub-division under Bargarh West Electrical Division camp on 22-05-2025, 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. 515303190110 with connected load of 2.00 KW. That the Complainant has raised objection regarding the abnormal consumption bills served to him for the month of Jun'23. 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 Jun'23 due to which high billings have been done resulted to accumulation of arrear.
2. He further submits that; the meter bearing Sl. No. LW671682 has been installed in Feb'2019 but has been updated late in the billing.
3. He further submits that; he had made verbal complain to the respondent about the erroneous bill.
4. He also requested the Forum to revise the bills.

#### **2. Reply Submission of the Respondent:**

- i. The respondent submitted the PVR dated 10-06-2025 mentioning the meter reading as "22046" KWH of meter no. LW671682 with a written submission of SDO Sohela received on 10-06-2025.
- ii. The respondent also agreed upon abnormal bill for the month of Jun'23 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 Jan'2020 with a meter reading of "8700" of meter no. PWE45645. From Feb'2020 to Dec'2020 provisional bills have been generated. In the month of Jan-Feb'21, a new meter change bearing Sl. No. LW671682 has been updated with a meter change date of 31-08-2020. Again, it is noted that, the respondent has already revised the bill from Aug'2020 to Sep'2023 for late updation of meter and suppress meter readings.
- The submission made by the respondent regarding the meter change in Feb'2019 and late updation in the billing, it is noted by the Forum from the photo of the meter that the month and year of manufacturing of the meter is Mar'2020. Therefore, the submission of the complainant is hereby rejected.


## Directions of the forum

After observing the facts and records, the Forum Construed that, as the bill has already been revised by the respondent, the Forum is constraint to pass any order in respect of the grievance petition of the complainant.

**Hence the instant case is hereby dropped.**

  
(D.R. Sahu)  
Co-opted Member  
Grievance Redressal Forum  
TPWODL, Bargarh-768028  
No. GRF/BGH/ 76(2) 2025

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

  
(B.K. Singh)  
PRESIDENT  
Grievance Redressal Forum  
TPWODL, Bargarh-768028  
Date: 11.06.2025

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: Bhoingar, 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](http://www.tpwesternodisha.com)- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 64 of 2025.