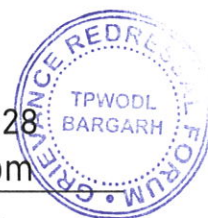


CONSUMER GRIEVANCE REDRESSAL FORUM

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/68/2025				
2	Complainant	Name & Address:		Consumer No:		
		Dilip Padhan		5151-0210-0380		
		At/Po-Patkulunda, Barpali		Contact No.:		
		Dist-Bargarh		6371983601		
3	Respondent	Name		Division		
		SDO(Elect.), TPWODL, Barpali		BWED, TPWODL, Bargarh.		
4	Date of Application		18.06.2025			
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		18.06.2025			
9	Date of Order		<u>21.07.2025</u>			
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:			
	Dilip Padhan		SDO(Elect.), TPWODL, Barpali			

ORDER



Brief Facts of the Case

During the spot hearing at ESO-Barpali of Barpali Electrical Sub-division under Bargarh West Electrical Division camp on 18-06-2025, the complainant appeared before the Forum whereas SDO- Barpali appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 515102100380 with connected load of 1.00 KW. That the Complainant has raised objection regarding the abnormal consumption bill served to him for the month of Apr'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 Apr'23 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 respondent submitted the PVR dated 21-06-2025 mentioning the meter reading as "25299" KWH of meter no. LW624915 with a written submission of SDO Barpali received on 24-06-2025.
- ii. The respondent also agreed upon abnormal bill for the month of Apr'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:

- a. That the complainant has been given power supply on 18-02-2015 with installation of a meter bearing Sl. No. 8182069 and bills on actual meter readings have been served up to Nov'2015 with a monthly average consumption of 32 units. From Dec'2015 to Mar'2021 provisional bills have been served.
- b. In the meanwhile, a new meter bearing Sl. No. LW624915 has been installed on 20-02-2021 in the premises of the complainant but provisional bill continues upto Mar'2023.
- c. In the month of Apr'2023, bill of 19391 units has been served to the complainant by showing the meter reading as "20083". From May'2023 bills on actual meter readings have been served.
- d. It is noted by the Forum that, from the date of meter change to Apr'2023, the meter has recorded a monthly average consumption of 744 units (20083/27) whereas the average monthly consumption from May'2023 to Apr'2024 has been recorded by the meter is 201 units only which implied that the meter has been changed before Feb'2021. Further it is noted by the Forum that the manufacturing month and year of the meter has been mentioned as Nov'2019 on the meter, but as per billing data the meter has been changed in Feb'2021 which create doubts on the date of installation of the meter.
- e. In view of this, the respondent was asked to submit the meter change protocol sheet, but the respondent could not produce any document for change of meter.
- f. Therefore, it is decided by the Forum that the abnormal bill for the month of Apr'2023 should be revised.

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 Apr'23 is to be revised as per average of six months consumption of meter no. LW624915 from May'23 as per Section 155 and 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.


PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028


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/ 80(2)


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


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

Date: 21.07.2025

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 68 of 2025.